

JOB TITLE	DEPARTMENT	JOB LEVEL	CLASSIFICATION
KidSpace Desk & Program Page	KidSpace	1	Part-Time Non-Exempt
REPORTS TO	SUPERVISES	REVISED	
Family Engagement Manager	N/A	7/2023	

POSITION SUMMARY

Provides basic assistance to library customers at the Youth Center Help Desk, prepares program materials, assists with programs, and helps maintain department cleanliness.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Respect for cultural differences and ability to work with people from a wide range of diverse backgrounds.
- Ability to communicate clearly and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values statements.
- Initiative and willingness to learn new tasks and responsibilities.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Ability to prioritize and manage time efficiently and effectively.
- Follows established safety rules and works in a safe manner.

ESSENTIAL FUNCTIONS

- Assists customers with basic technology tasks including printing, logging-onto computers, using iPads, issuing guest passes, and more.
- Helps prepare craft materials programs.
- Checks the condition of circulating KidSpace materials such as toys and kit.
- Assists at children's programs with tasks such as, but not limited to, the following:
 - Modeling Storytime behavior
 - Running A/V technologies for performers
 - Preparing PowerPoints or Flannel Board pieces as directed
 - Performing basic puppetry
- Cascades reference and readers' advisory questions to senior staff members.
- Circulates in-house video game controllers, distributes craft supplies, games, and retrieves other items as needed.

- Assists with Resource Room procedures, which includes signing-in users, measuring lamination sheets and accepting small payments for materials.
- Assists with study room procedures, including signing-in users and checking room condition.
- Maintains the condition of the KidSpace area by ensuring order and general cleaning as needed.
- Answers the phone as needed.
- Other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Must be comfortable with public interactions in person and over the phone.
- Ability to relate to customers of all ages, especially children, and provide exemplary customer service.
- Ability to communicate effectively with customers and staff and understanding when to cascade questions to senior staff members.
- Ability to take direction from and work with various levels of staff within the department.
- Basic computer knowledge, including printing, email, and iPads.
- Ability to read a ruler and possess basic math skills to tabulate charges and make change.
- Must be able to work a flexible schedule which may include morning, afternoons, evening, and weekends.

EDUCATION/EXPERIENCE QUALIFICATIONS

- Must be at least 16 years of age.

TOOLS/EQUIPMENT

- | | |
|------------------|------------------------------|
| • Computer | • Die-Cut machine |
| • Mouse | • Meeting Room AV equipment |
| • Keyboard | • Telephones |
| • Printer | • Copiers |
| • iPad | • Self-Check machines |
| • Paper cutter | • Library Catalog System |
| • Book carts | • Calculator |
| • Laminator | • Ruler |
| • Gaming Systems | • Video and Camera Equipment |

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate and respond to others, both in-person and through telephone conversations.
- Must be able to move/transport items weighing up to 30 pounds.
- Must be able to push a cart of items weighing up to 100 pounds.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to tolerate equipment and environmental noise.

- Must have the ability to read computer screens, call numbers, and barcode labels on library materials.
- Must be able to operate computer and keyboards and other items such as puppets, game pieces, and other toys/equipment utilized in KidSpace.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to position oneself to reach lower shelves near the ground and shelves as high as 90 inches.
- Must be able to move or carry chairs, tables, and other small furniture.
- Must be able to work a variable schedule which may include days, evenings, and weekends, and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.