

*The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.*

**Bucks County Free Library  
Job Description**

**Bargaining Unit:** Yes

**Job Title:** Youth Services Librarian

**Job Classification:** Librarian 1, 2, 3

**Department Name:** Branch

**Reports To:** Branch/Assistant Branch Librarian; Department Manager

**FLSA Status:** Exempt

**Date Prepared:** July 2006

**Approved By:** BCFL Board of Directors

**POSITION SUMMARY:** The job's primary purpose or contribution to the department and/or the organization. This is a broad summary.

The Youth Services Librarian plans and implements or participates in planning and implementing a comprehensive program of library services for children from birth through teen years, as well as parents, caregivers, and community organizations serving them. This may include collection management; reference and reader's advisory; outreach and programming; advocacy and public relations. The Youth Services Librarian may guide the work of other staff and/or volunteers supporting Youth Services efforts.

The Youth Services Librarian 1 position is an entry-level position with the same duties and responsibilities as Librarian 2.

**SCOPE OF RESPONSIBILITY:**

- **Staffing Responsibility –**
  - Librarian 1 & 2 –** May guide the work of other staff or volunteers.
  - Librarian 3 –** Functions as a lead worker performing essentially the same work as those supervised but providing some guidance or training to others. Has input into performance evaluations.

## SCOPE OF RESPONSIBILITY (continued):

- **Supervision Received –**
  - Librarian 1** – Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.
  - Librarian 2** – Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.
  - Librarian 3** – Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. The position plans and arranges own work and refers only unusual cases to supervisor.
- **Customer Satisfaction and Service –**
  - Librarian 1 & 2** – Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and/or external contacts.
  - Librarian 3** – Understands and communicates complex information, resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.
- **Decision Making Impact –**
  - Librarian 1 & 2** – Productivity or actions affect the work of others in the immediate work group or several customers.
  - Librarian 3** – Productivity or actions affect a number of work groups, an entire function or large department or numerous customers.
- **Communication – Type of Interaction and Level of Contact –** Interaction requires a great deal of tact, sensitivity and cooperation, facilitating conversations with or providing information to members of the public or staff who may have differences of opinion. Level of contact is primarily with library users, co-workers, and/or supervisors.
- **Complexity –**
  - Librarian 1 & 2** – Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.
  - Librarian 3** – Work is diversified and moderately complicated, requiring judgment to select options and in applying established practices and procedures. Involves regularly making choices about how to address problems.
- **Budget Responsibility –**
  - Librarian 1** – Has no responsibility for a budget.
  - Librarian 2** – Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.
  - Librarian 3** – Keeps budget records, including cash receipts, and monitors budget expenditures, notifying the appropriate supervisor of problems or issues. Monitors time sheets.

## **CORE COMPETENCIES:**

Core competencies are those skills, attributes or abilities which are exhibited by all staff members and contribute to the success of BCFL. The core competencies which support our mission and strategy and which we embrace at BCFL are: Customer Service, Lifelong Learning and Adaptability to Change.

### **Customer Service:**

- Strives to meet the needs of internal and external customers by providing the highest quality services to colleagues and to the community. This is in keeping with BCFL's strategy to welcome our community by providing enthusiastic and effective staff.
- Contributes to a friendly working environment which welcomes and values the customer.
- Earns the trust and respect of internal and external customers by assessing their specific needs, meeting those needs in a timely fashion, and continually providing a positive library experience.
- Proactively anticipates, understands and responds to changing customer needs.
- Provides high-quality services which effectively meet community needs.
- Gathers first-hand customer information and uses it when appropriate to improve the quality of library services.

### **Lifelong Learning:**

- Increases professional and technical competence by pursuing continual learning. This is in keeping with BCFL's strategy as an educational institution to promote our lifelong learning as we encourage and support that of our patrons.
- Identifies areas of growth with supervisor and pursues appropriate learning.
- Actively participates in library-sponsored training programs.
- Keeps current by one or more of the following:
  - Formal education
  - Attending professional meetings or seminars
  - Reading appropriate professional journals, magazines, or resources (on-line and print)
  - Networking with various subject matter experts within the BCFL library system and/or neighboring systems
  -

### **Adaptability to Change:**

- Welcomes the opportunity for innovation. This is in keeping with BCFL's strategy to offer a virtual presence, current materials, dynamic programs, and innovative and improved services.
- Demonstrates the flexibility to adapt well to a changing environment.
- Demonstrates a willingness to support necessary (or strategic) organizational change.
- Able to produce results in an environment that has multiple, competing demands.
- Shows initiative in seeking solutions to problems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The job's essential or most important functions and responsibilities. Includes all aspects of the job, whether performed daily, weekly, monthly, annually, or at irregular intervals.

**Librarian 1/2:**

**Outreach and Programming**

- Prepares, promotes, presents, and evaluates in-library and outreach programs of all types and using a variety of media.
- Coordinates and implements local branch and countywide programs, such as One Book and Summer Reading.
- Cultivates and maintains strong relationships with local schools and other community groups, including visits.
- Tracks, compiles, and submits programming statistics and evaluation forms.
- May represent the library at various promotional events and activities.
- May conduct tours or orientation sessions for library users or guests.

**Reference and Reader's Advisory**

- Provides reference services, including answering questions, reader's advisory, group instruction, and catalog assistance.
- May be responsible for holds/request/pull lists/ILL.
- Assists library users with Internet resources and productivity software (Windows, Word, Excel, etc., or equivalent), including accessibility resources.
- Assists library users sign up for and use library equipment such as computers, printers, and copiers, microfilm readers. Troubleshoots equipment problems.
- May assist with general reference and/or circulation duties as needed.

**Collection Management**

- Purchases and/or recommends materials for purchase based on established selection criteria, library user requests, community needs, reviews, and/or professional knowledge.
- May participate in development of yearly collection management plan with direct supervisor and/or consultant.
- Participates in systemwide weeding and replacement projects.
- Contributes to cooperative efforts in producing recommended reading and selection lists.
- Markets library materials. Merchandises collections.

**Related Duties**

- Attends and participates in branch, committee, or system-wide meetings.
- Participates in professional activities, such as professional reading, contributing to publications, and attending local and/or other training/conferences.
- May guide the work of other in-branch staff or volunteers.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Monitors public areas and library user behavior, and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Assumes other duties and projects as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):**

**Librarian 3 includes all duties of Librarian 1/2 plus:**

**Outreach and Programming**

- Develops or assists with the development of a comprehensive plan for youth programming with the direct supervisor and/or consultant.

**Reference and Reader's Advisory**

- Works with the direct supervisor and/or consultant to continually evaluate reference service to youth and their adults and suggest and implement improvements to those services.

**Collection Management**

- Creates and/or participates in the creation of a yearly collection management plan with the direct supervisor and/or consultant.
- Coordinates and/or participates in the implementation of system wide youth materials weeding and replacement projects.
- Creates and/or participates in a materials marketing plan for youth materials in the branch including guiding display creation, organizing collection for ease of use, and/or guiding the creation of marketing materials.

**Related Duties**

- Attends branch, committee, and system wide meetings. May serve as leader of committees or teams.
- Guides the work of other professional staff in branch.
- Mentors new youth services staff countywide.
- Assumes other duties and projects as assigned.

**SUPERVISORY RESPONSIBILITIES:**

None

**TEAM LEADER RESPONSIBILITIES:**

None

**KNOWLEDGE AND SKILLS:** Representative knowledge, skill, or ability required.

- Wide knowledge of children's and young adult literature and resources.
- Story time, storytelling, and programming skills.
- General knowledge of child and teen development.
- Knowledge of principles and practices of public libraries.
- Knowledge, interest, and appreciation of literature and other sources of information available at the library. Thorough professional knowledge of reader interest levels and library guides and publications.
- Knowledge of books, authors, publishing, the book trade, and book review media, as well as principles and techniques of library materials selection.

## **KNOWLEDGE AND SKILLS (continued):**

- Knowledge of basic reference tools and services.
- Thorough knowledge of sources and procedures used in reference, bibliographic research, and reader's advisory.
- Considerable knowledge of interviewing and problem solving techniques.
- Some knowledge of pertinent federal, state, and local laws and regulations, including standard library policies and procedures.
- Positive, enthusiastic, user-oriented approach to public service. Strong customer service orientation.
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- Ability to relate well and effectively communicate with library users of all ages, including adults, teens, and children.
- Ability to multitask with interruptions and to effectively manage priorities and meet deadlines.
- Flexibility and ability to adapt in a complex and changing environment.
- Ability to accept delegation and work under general direction with or without close supervision, based on complexity of assignment.
- Works well independently and as a member of a team.
- Accepts responsibility for all assigned tasks and deadlines, is reliable.
- Demonstrates punctuality with a commendable attendance record.
- Ability to communicate effectively, patiently, and courteously with library administration, staff, library users, community members, and library vendors.
- Presents a friendly and professional phone image.
- Ability to comprehend and follow verbal and written instructions and to read and understand policies, procedures, memoranda, and reports, including statistical reports.
- Ability to prepare clear, concise written reports and other internal communication. Public speaking skills.
- Planning and time management skills.
- Ability to analyze problems, identify and plan for alternative solutions, and implement plans in support of goals.
- Current knowledge of relevant and emerging professional issues and trends.
- Demonstrated proficiency in currently used ILS (SIRSI). Demonstrated computer literacy, including proficiency in Microsoft Office, Windows, Internet, database, and accessibility resources.
- Willingness to further expertise by additional education and workshops.

**EDUCATION AND EXPERIENCE:** Level of education and/or experience needed to successfully accomplish the essential duties.

**EDUCATION:**

- Requires a master’s degree. Degree required: Library/Information Studies.
- Requires ongoing continuing education as mandated by Commonwealth Libraries.

**EXPERIENCE:**

**Librarian 1** – No previous experience required.

**Librarian 2 & 3** – One to three years experience.

**PHYSICAL DEMANDS:**

Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

*None* – The person does not perform this activity.

*Occasionally* – The person does the activity up to 33% of the time.

*Frequently* – The person does the activity 34% to 66% of the time.

*Continuously* – The person does the activity 67% to 100% of the time.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL DEMANDS (continued):**

Does this job require that weight be lifted or force be exerted?  Yes  No  
If so, how much and how often?

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>