

Thomas Crane Public Library Children's Librarian

General Statement of Duties

A Children's Librarian may work at the Main Library or branch locations performing a wide variety of information, reference and readers advisory services; instructing customers in the use of library resources and technology; developing and conducting programs for children and their caregivers; and assisting with juvenile collection development.

Supervision received

Works under the supervision of the Children's Coordinator.

Supervision Given

Serves as Person in Charge as needed.

Principal Duties

Information & Readers Advisory Services

- Provides a full range of information services to the public, including reference and readers/media advisory, in person at public service desks, by phone and online, and through public programming, while ensuring that each library user receives the highest possible standard of customer service
- Teaches customers how to use commonplace digital resources, services and devices
- Develops novel ways to curate and share information with the public; Develops and promotes library resources and services to specific user populations, including physical and virtual displays, book talks, finding aids and related activities
- Refers customers to supplemental resources both within and outside the library

Programming & Outreach

- Plans, delivers and evaluates programs and activities for children from infancy to age 12, in the library and in the community
- Conducts group visits and tours
- Develops and maintains effective relationships with schools and community organizations to promote library services and programs
- Participates in civic organizations and community activities, building partnerships and representing the library to the community

Resource Development

- Assists in developing and maintaining juvenile materials collections and information resources such as print publications, electronic resources, website content, and other media formats
- Prepares physical and virtual reading lists and finding aids and utilizes electronic resources to find new means of providing resources and services to the public
- Participates in the development and maintenance of content for social media platforms and the library's website

Training & Staff Development

- Maintains an area of expertise in providing library services to children, caregivers, and adults working with children; Keeps current with knowledge and trends related to urban public library services
- Keeps informed of library policies and procedures, new and emerging technologies, popular literature and library trends
- May instruct others in work procedures and may provide direction to others on a project basis May develop and deliver trainings to library staff, including library assistants and other librarians
- Participates in library teams, committees and trainings in support of library strategic initiatives
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees

Leadership Support

- Engages in effective teamwork to achieve library-wide goals through positive collaboration with others
- Interprets and applies library policies and procedures for customers and resolves customer complaints
- Monitors patron behavior and conduct, ensuring the safety of staff and the public and maintaining an appropriate atmosphere
- Assumes a leadership role to address emergency situations, as required

Other Duties

- Performs all aspects of circulation services as needed, including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
- Assists with responsibilities related to technology functions and equipment
- Provides service at all library locations with schedule to include regular evenings and weekends
- Performs related duties as assigned

Qualifications

Education

- Must have an M.L.S. from an ALA-accredited library school, with coursework in children's services, and a demonstrated commitment to continuing professional education

Information & Readers Advisory Services

- One year of experience providing direct services to children aged 0 to 12 strongly preferred, in a public library or related environment (school, bookstore, etc.)
- Must have knowledge of the principles and practices of public library work, including reference, information, readers advisory, and children's services and literature
- Knowledge of reader interest levels, books, authors and reading genres, with particular knowledge of the interests and needs of children through age 12
- Knowledge of early literacy and STEAM practices and programming preferred

- Demonstrated interest in and affinity for children of all ages

Technology

- Must have current working knowledge of integrated library systems and common office computing technology, and be able to use online Internet searching methods and information resources
- Aptitude for technology and the ability to assist customers of all ages and skill levels in the use of library technology
- Must be familiar with commonplace social media platforms
- Familiarity with website content management systems desirable

Customer Service

- Minimum one year of experience providing customer service and/or instructional or outreach services to the general public
- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public
- Must have experience working directly with children aged 0-12

Communication and Interpersonal Skills

- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and listen to, understand and interpret the concerns of others
- Must be able to plan programs, develop program handouts, and conduct effective classes and programs for children and caregivers
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems. Experience in public speaking and formal writing skills are highly desired, as is fluency in a foreign language (particularly Chinese)
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone

Other Required Skills and Abilities

- Must be flexible, able to handle multiple competing priorities and tasks, adaptable to change, and able to work effectively and meet deadlines in a fast-paced and rapidly changing environment
- Must be able to work independently with limited supervision and to exercise initiative and good judgment in the performance of duties
- Must be able to accurately carry out complex procedures and pay close attention to detail

Physical Demands and Work Environment

Physical Demands:

- While performing the duties of this job, the employee is frequently required to:
- Sit or stand for extended periods of time, to bend, stoop, squat, sit on the floor, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and

arms

- Lift and carry books and other library materials up to 50 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points and branch library locations. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.

February 2023