GENERAL STATEMENT OF DUTIES
This is a professional position working under the supervision of the Youth Services Manager and under the general direction of the Youth Services Coordinator. This position is responsible for connecting teen library patrons with the information they seek, and developing and implementing engaging library programs, collections and services. The ideal person in this position will possess excellent interpersonal, communication, and customer service skills and have experience working with diverse populations in an urban community. Schedule will include evenings and weekend hours and potential for working at other locations.

Bilingual applicants are encouraged to apply

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Provides exemplary reference and reader’s advisory service for young adults, children, parents, teachers, and other adults; looks for opportunities to help library customers feel welcome.
- Teaches use of basic and specialized reference tools, computer, equipment, etc.
- Builds, manages and promotes an extraordinary young adult collection that is diverse, current and relevant to the needs of the community.
- Seeks new ways to utilize the best technological developments for teens.
- Develops, plans, implements and evaluates programs for teens that meet the expressed and anticipated needs of the community’s diverse teen population.
- Conducts bibliographic searches/inquiries using every possible resource.
- Creates and maintains content for social media platforms such as library blogs, Facebook, Twitter, and other online resources as appropriate.
- Makes connections, conducts outreach, and represents the library in the community, particularly promoting young adult services and collections.
- Assists in the development and implementation of programming for parents, teachers, students and other adults who work with teens.
- Collaborates with a team of professional and paraprofessional staff and with other city agencies and organizations.
- Assists with the development and maintains the layout and appearance of the teen spaces including the creation of impactful displays, and ensures a safe and welcoming environment for young adults.
- Stays informed of professional and community developments affecting the library and librarianship.
- Researches and writes grants focusing on services, programs and technology initiatives for a teenage audience.
- Trains, supervises and evaluates the work and activities of teen volunteers and advisory groups.
• Interprets library services and policies to patrons in a clear and courteous manner.
• Contributes to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
• Actively participates in staff development and training opportunities.

SECONDARY ELEMENTS
• Performs other duties, as assigned, consistent with the functions of the work unit and level of responsibilities.
• Working at multiple locations as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES
• Ability to understand library patrons and excel when connecting youth, parents, students and adults who work with teens with library resources.
• Ability to demonstrate commitment to engaging teens.
• Ability to search for information with demonstrated knowledge of search skills and electronic resources.
• Ability to initiate, organize, and self-direct work responsibilities under moderate supervision.
• Excellent interpersonal, written, and verbal communication skills and the ability to communicate with staff about concepts, ideas, and requirements.
• Strong commitment to consistent excellent customer service to a diverse population in an urban environment.
• High level of professionalism and ability to remain professional under all circumstances.
• Ability to learn in a fast-paced changing environment.
• Ability to learn and use emerging library technologies.
• Ability to create and maintain positive working relationships with a diverse staff.
• Ability to maintain confidentiality.

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE
• Master’s Degree in Library science or Library and Information Science, including graduate credit in children’s services, from a library school accredited by the American Library Association or approved by the Massachusetts Board of Library Commissioners.
• Must have access to reliable transportation and the ability to travel to required locations in a timely manner.
• Ability to successfully pass CORI/SORI.

PREFERRED
• Related work experience in libraries, bookstores, and/or schools.
• Two (2) years prior professional experience working with youth.

PHYSICAL REQUIREMENTS
• Ability to walk, stand and move for long period of time.
• Ability to push book carts and bins loaded with library materials.
• Ability to reach and retrieve books at high and low shelf heights.
• Ability to stand and or sit for prolonged periods of time.
- Ability to perform bending, stooping, lifting, pushing, and twisting.
- Ability to perform repetitive hand and arm motions for prolonged periods of time.
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA’s “Core Competences of Librarianship” [http://www.ala.org/educationcareers/careers/corecomp](http://www.ala.org/educationcareers/careers/corecomp) as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

**To apply, please visit:** [www.worcesterma.gov/employment](http://www.worcesterma.gov/employment) or send resume and cover letter on or before **Friday, January 26, 2024** To: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. Preference given to Worcester Residents. **The City of Worcester is an equal opportunity, affirmative action employer.** Women, minorities, people with disabilities and protected veterans are encouraged to apply. Direct inquiries to: City Hall Human Resources, 508-799-1030, HR@Worcesterma.gov.