



Senior Library Assistant Teen

Portland Public Library (PPL) is currently seeking a Senior Library Assistant for Teen. Reporting to the Teen Librarian, the person in this position is accountable for the delivery of reference and readers' advisory services to teens ages 12-19 while staffing the Teen Library. The Senior Library Assistant may aid in the selection, maintenance, and promotion of materials for the Teen collection. Works collaboratively with the Teen Librarian in preparing, promoting and executing a wide range of library offerings for teenagers.

This position works primarily in the Teen Library at the Downtown branch and is a member of the Youth Services department.

The Senior Library Assistant works with a wide variety of the public and facilitates a variety of patron requests. They must be able to interact effectively and manage sometimes difficult situations. This work is performed in a fast-paced environment and requires an exceptional level of customer service.

This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work Wednesdays, Thursdays, Fridays, & Saturdays, after training.

Nature & Scope

1. A key responsibility of this position is staffing the public service desk in the Teen Library. Key functions include interpreting and answering reference inquiries and general information requests and ensuring a safe and welcoming environment for all patrons, especially teens.
2. This is a customer service position and involves interacting with a wide range of clientele although the primary focus is the teen population.
3. The incumbent works collaboratively with the Teen Librarian and other staff to cultivate and maintain a positive, safe, and consistent atmosphere within the Teen Library, taking into consideration the specific developmental and social needs of teenagers while adhering to PPL policies and procedures.
4. The incumbent will develop a broad knowledge of youth library services to connect patrons to the materials and resources they seek.
5. The incumbent will develop proficiency with the library's circulation system and digital resources.
6. The incumbent is proficient in commonly used personal technology and will assist patrons with such technologies as needed.
7. The incumbent assists with library tours, presentations, and orientations.
8. The Senior Library Assistant (Teen) participates in designing and developing ways to highlight library collections, resources, and programs that will excite and encourage teens to use the library. The Senior Library Assistant plays a role in maintaining the Teen Library's website and social media presence.
9. With guidance from the Teen Librarian, the incumbent is responsible for planning and implementing programs for middle and high school aged teens (12-19). The incumbent participates in designing, preparing, and executing teen programs.
10. The incumbent assists with the facilitation of the library's Teen Advisory Board (TAB), and teen volunteer coordination.
11. The incumbent assists the Teen Librarian in the maintenance of the Teen collections.
12. The Senior Library Assistant (Teen) is motivated to participate in job-related development such as workshops, webinars, and conferences, as well as meetings, interest groups, and training held within the organization.
13. The person holding this position is part of the Youth Services Department which may require them to assist in the Children's Library should any scheduling or programming needs arise.

14. Other tasks that arise within the scope of library services for young people.

Basic Qualifications

At the entry level, this position requires a Bachelor's degree from an accredited college or university or any equivalent combination of experience, training, and education, which provide the following:

- Experience working with adolescents (ages 12-19) required.
- Interest in literature for young people.
- Self-motivation and the ability to thrive in a sometimes louder, chaotic, yet rewarding environment.
- Patience.
- Ability to collaborate and work well with others.
- Ability to work independently, and to organize and complete multiple assignments concurrently.
- Knowledge of and proficient ability with popular operating systems and their software, particularly Microsoft Office; web browsers and search engines; information retrieval and analysis.
- Knowledge of and comfort with digital and social media applications popular with young people.
- Knowledge of and/or experience with library classification systems.
- Ability to work fluidly and cooperatively with other members of library staff and administration.
- Ability to communicate clearly and effectively in oral and written format.
- Strong service orientation and demeanor appropriate to providing a high level of service to a diverse public.
- Sufficient physical stamina and general health to perform the tasks as noted above.

Additional Attributes:

- Fluency or proficiency in a language other than English.
- Experience working with English Language Learners.
- Prior library experience a plus.

Work Environment and Physical Demands

- This position requires regular use of computers. This position requires regular movement through library service areas and lifting.
- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations.
- The library hours vary, and this position may include occasional evening and weekend hours.

Compensation & Benefits

Hours & Pay: This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work Wednesdays 10am-3pm, Thursdays 1-6pm, Fridays 10am-3pm, & Saturdays 12-5pm. **Pay begins at \$19.12/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to: Human Resources, Portland Public Library, 5 Monument Square, Portland, ME 04101.

About PPL - Core Values

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.