



## **Library Assistant Family Services (part time)**

### **New Canaan Library Mission**

To be an essential place for lifelong learning and a vibrant hub for knowledge, culture, and connection for everyone in our community

### **Our Values**

Lifelong learning  
Community  
Inclusion

### **Role Purpose**

Position is responsible for staffing Children's and Teen service desks, helping with programming and other special projects. The position reports to the Manager of Family Services and is a member of the Family Services Team.

### **Key Functional Relationships**

#### **Internal**

- Manager of Family Services
- Children's Librarians
- Teen Librarian

#### **External**

- Children and Teens
- Caregivers and families

### **Job Description**

#### **Deliverables/Accountabilities**

- Provides consistently exceptional service at the Children and Teen Service Desks
- Provides information and readers' advisory to teens, children and their families /caregivers
- Actively monitors and manages Children's and/or Teen Room conduct during desk hours
- Actively participates in Family Services special project execution
- Develops and maintains clear documentation for all programs and services
- Collaborates with all other departments to ensure seamless and excellent service to our community
- Other duties as assigned

#### **Skills & Attributes**

- Develops rapport easily with children, tweens and teens

- Empathetic with a genuine affinity for youth
- Enjoys working with children and teens of all ages & stages and their caregivers
- Deep, broad knowledge of teen and children's literature
- Excellent and effective organizational and communication skills
- Confident and capable user of digital resources and technologies
- Able to adapt easily to a changing environment and work on multiple projects simultaneously
- Resilient and can maintain composure in a very busy service environment
- Focused on excellent customer experiences for youth and adults in the library environment (physical and virtual)
- Maintains confidentiality and is discreet

#### **Qualifications and Experience**

- Previous experience working with children and teens
- Proficiency with new and emerging technologies
- Bachelor's or Associate Degree (People in their last semester are invited to apply)

#### **Requirements & Salary**

- Up to 15 hours per week, including regular, alternating weekend shifts and one weekly evening, at a rate of \$20/hour. Flexibility to adjust schedule when needed is a plus.
- Up to 4-6 hours on the Children's Service Desk per workday and assisting on additional service desks as required.
- Background check required

Please send a cover letter and resume to [recruitment@newcanaanlibrary.org](mailto:recruitment@newcanaanlibrary.org). Position(s) will remain open until August 1, 2024