



**Henderson County Public Library
Public Services Department
Teen Services Associate
Job Description**

Job Summary:

The Teen Services Associate plays a vital role in the library's efforts to engage and empower teen patrons while supporting the operations of the Public Services Department. This position is responsible for planning, implementing, and evaluating programs and services tailored to the interests and needs of teens (ages 12–18), as well as maintaining a relevant and appealing teen collection and space. Cross-training and the ability to support other departments are essential components of this role.

As part of the Public Services team, the Teen Services Associate contributes to the overall patron experience by assisting all ages at public service areas, helping with readers' advisory, and providing access to library resources across multiple formats. This position reflects an active and inclusive customer service model and upholds the library's mission, vision, and values—with a strong emphasis on equity, access, and lifelong learning.

Specific Duties and Responsibilities:

- Assist and engage patrons in the library using print, digital, and online resources.
- Provide instruction and advisory services in support of teen literacy, personal development, and recreational reading.
- Under the guidance of the Public Services Manager, develop and conduct community-focused programs for diverse audiences that support the library's mission and values.
- Maintain dynamic teen displays and reader's advisory tools.
- Collaborate with the Community Engagement Manager to promote the teen collection, programs, and services to the schools and community organizations.
- Support teen leadership initiatives and encourage teen involvement in library services.
- Ensure that the Teen Library remains a safe, welcoming, and teen-centered space that encourages positive behavior and belonging.
- Stay current with trends in teen development, library services, and young adult literature.
- Assist other team members in supporting programs and events for all ages, including children, teens, and families, through preparation, setup, and staffing support as needed.

- Provide reader advisory and reference assistance at all public service areas.

General Duties and Responsibilities:

- Provide high-quality professional service to all patrons and staff.
- Promote a welcoming, inclusive, and informed environment for all library users.
- Communicate clearly and effectively, both verbally and in writing.
- Prepare reports and recommendations for the Public Services Manager.
- Comfortable with public speaking, program facilitation, and outreach.
- Crosstrain and support colleagues in other library roles as needed.
- Maintain the confidentiality of library users and records.
- Ability to work independently and collaboratively in a team-focused environment.
- Attend professional meetings and conferences to keep up with the latest trends and advances in libraries; maintain an awareness of new technologies that help support our mission and values.
- Perform other duties as assigned.

Education and Experience Requirements:

- Associate's degree or combination of some post-secondary education and/or work experience required. Bachelor's degree preferred.
- Public library experience preferred, not required.
- Working knowledge of computers, integrated library systems, and current library technologies.

Specific Knowledge, Skills, and Abilities:

- Knowledge of library principles and practices, including reference services, readers advisory, circulation procedures.
- Broad knowledge of popular authors, titles, and genres for children, teens, and adults.
- Proficiency with integrated library systems (ILS) and online public access catalogs.
- Comfortable with technology and digital literacy, including assisting patrons with computers, mobile devices, printing, scanning, faxing, and using online resources.
- Skilled in conducting engaging programs and workshops for diverse ages, groups, and interests.
- Ability to work effectively with community partners.
- Strong interpersonal and communication skills, with a proven ability to provide outstanding customer service to both patrons and colleagues.
- Ability to work independently and part of a team.
- General knowledge and understanding of genealogy and local history research methods.
- Skilled in interpreting and enforcing library policies in a fair and professional manner.

General Knowledge, Skills, and Abilities:

- Strong organizational skills, including the ability to set priorities, use time effectively, work independently and meet deadlines.
- Ability to multi-task, create acceptable products by strict deadlines, and work effectively with a variety of people and situations.

- Ability to pay close attention to details and concentrate on work with frequent interruptions.
- Flexible, adaptable, and ability to flourish in a changing environment.

Physical Requirements:

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus. The employee is regularly required to stand, sit, walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee must occasionally climb or balance and stoop, kneel, crouch, or crawl.

Work Schedule:

This is a full-time position that requires 40 hours per week. Varied schedules may include mornings, afternoons, evenings, and weekends in various departments. Dependability and diligent attendance are required.

Special Requirements:

Requires the appropriate certification from the Kentucky Board for the Certification of Librarians.

Supervisor:

Public Services Manager and Executive Director