



Senior Library Associate Teen

Portland Public Library (PPL) is currently seeking a **Senior Library Associate for the Teen Library**. Reporting to the Teen Librarian, this position was created to provide a full array of library support services to the large number of young people who use the Downtown location of PPL every day. This position also provides collection management, outreach, and programming support as directed by the Teen Librarian and the Director of Youth Services.

This position works primarily in the Teen Library at the Downtown Library and is a member of the Youth Services department, so they may occasionally be called upon to support services and initiatives in the Children's Library when the needs of the Teen Library are fully met.

The Teen Senior Library Associate works with a wide variety of the public and facilitates a variety of patron account matters. 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, **full-time, 37.5 hours per week** onsite position, normally scheduled to work **Monday through Friday**, after training.

Nature & Scope

- Works on the public service desk in the Teen Library. Key functions include interpreting and answering reference inquiries, readers advisory and general information requests.
- Works collaboratively with the Teen Librarian and other library staff to cultivate and maintain a positive, safe, welcoming, and consistent atmosphere within the Teen Library.
- This is a customer service position and involves interacting with a wide range of library patrons, though the primary focus is on serving teens.
- The Teen Library Associate 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.
- Develops a broad knowledge of library services to connect patrons to the materials and resources they seek.
- Designs and develops ways to highlight library collections, resources, and programs that will excite and encourage teens to use the library.
- Plays a role in contributing to and maintaining library communications and marketing to teens, children, and caregivers in collaboration with the library's Marketing team.
- Develops proficiency with the library's circulation system and digital resources. The person in this position will be proficient in commonly used personal technology and will assist patrons with such technologies as needed.
- Takes a lead role in coordinating, scheduling, and facilitating requests for school visits, tours, and outreach to community organizations.
- Takes a lead role facilitating the library's Teen Advisory Board (TAB), and in general teen volunteer recruitment and coordination.
- With guidance from the Teen Librarian, the Senior Library Associate participates in designing, preparing, and executing library programs and events for teenagers. Furthermore, this role will specifically focus on the underserved population of middle grade/middle school library patrons (Grade 5-8), which will require coordination and collaboration with the Children's Librarian and Director of Youth Services.

- With guidance from the Teen Librarian, the person in this position may offer programming at other PPL locations in collaboration with branch managers.
- Plays an ongoing role in planning the library's annual Summer Reading program.
- Assists across the Youth Services department in collection management tasks and projects with support and direction from Youth Services selectors.
- The person in this position is motivated to participate in job-related development such as workshops, webinars, conferences, meetings, interest groups, and training held within the organization.
- Other tasks that arise within the scope of library services for young people.

Basic Qualifications

This position requires a bachelor's degree, or any equivalent combination of experience, training, and education which provide the following:

- A passion for supporting youth of all ages, from birth to age 19.
- Experience working with adolescents (ages 12-19) required.
- Interest in a broad range of 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.
- 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.

Preferred Skills

- Specific experience working with middle grade youth (grades 5-8).
- Fluency or proficiency in a language other than English.
- Experience working with English Language Learners.
- Prior public library experience.

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.
- This position may require lifting up to 30 lbs.

Compensation & Benefits

Hours & Pay: This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work, **Monday through Friday. Pay begins at \$21.82/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

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.