

Teen Programming Assistant

The **Teen Programming Assistant** is responsible for providing library service and programming for and with teens (ages 13-19) and those who work with teens. The Teen Programming Assistant will guide youth as they explore digital media and library resources. This position ensures the highest level of service is provided by staff to all customers. This position is supervised by the Branch Manager as well as the Teen Services Department and works in collaboration with the Youth and Family Services Librarian at the branch.

Responsibilities include:

Programming and Outreach

- Adopting a connected learning approach to presenting programs, classes and events for and with teens so that they educate, inform and inspire. Working in collaboration with Youth and Family Services Librarians, plans, implements and evaluates library programs and services which fulfill the diverse educational, recreational and personal needs of local teens.
- Conducting regular community needs assessments to identify teen needs, in order to create tailored services and programs to address identified needs.
- Instructing teens and caregivers in information gathering and digital literacy skills. Leveraging community experts, coaches and mentors for services and programs in order to meet teen need and interests. Adopting a community engagement mindset and develops and maintains effective relationships with schools, community groups, agencies and non-profits that target youth in order to plan and deliver programs and services that meet local teen needs and interests.

Customer Service

- Providing prompt, courteous and direct assistance to all patrons with basic information regarding use of library materials, equipment, and services.
- Providing welcoming customer service to all customers. Ensures safe conditions for staff, public and building operation. Takes appropriate action in building emergencies.
- Positively reflects Hartford Public Library's mission, vision, and values to staff and the public.

Education and Experience/Qualifications

Required

- High School Diploma required; Bachelor's degree preferred
- At least one-year experience in working directly with teens (ages 13 to 19) from diverse backgrounds
- Access to reliable transportation
- Knowledge of developmental, recreational and educational needs of young adults.
- Experience using social media technology

Preferred

- Bi-lingual
- Knowledge of current trends in library services for and with young adults. Knowledge of standard library procedures, current information technology, Internet and database search capabilities. Knowledge of connected learning and ability to design programs that embed connected learning principles.
- Cultural competence skills. Strong commitment to working in a team environment is required.
- Ability to prioritize and complete multiple tasks, and meet program deadlines. Ability to establish and maintain effective working relationships with individuals and groups, both professional and non-professional, co-workers, management personnel, and the public.
- Knowledge of Trauma Informed Practices

What we offer the community:

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy

- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Teen Programming Assistant** in the subject line of your email. Resumes will only be accepted by email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommend sand encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, they are not required at this time.

Schedule: Monday – Thursday 1-6, Friday 12-5, Occasional Weekends

Hiring Range: \$15 - \$17 DOE

Hartford Public Library is an Equal Opportunity Employer.