



JOB DESCRIPTION : TOY LIBRARIAN 12-2023

OVERVIEW

The Toy Librarian will be responsible for managing the day-to-day operations of the Toy Library including preparing and staffing regular public open hours and special groups and managing customer service relationships, circulation, collection cataloging/maintenance/development, and volunteers.

RESPONSIBILITIES:

CUSTOMER SERVICE/RELATIONSHIPS

- Greet each child/adult with warm, inviting welcome.
- Answer phone/email inquiries in a timely, friendly, professional manner.
- Orient new visitors, subscribers, donors (in-kind & financial) and volunteers to CCTL.
- Assist families discreetly with financial assistance application for Play Passport Subscription.
- Maintain weekly records of attendees, volunteers & hours and submit weekly report to Executive Director.
- Maintain and update welcome packets of information and forms for visitors to complete.
- Maintain hard copy and electronic records of visitor forms (liability, Covid, photo release, +)
- Get to know children and adults, show interest in them, their play, interests and needs.
- Assist subscribers in finding appropriate toys to play with while visiting and/or to borrow.
- Be alert, with safety in mind; ensure small piece toys are out of range for infants/toddlers.
- Maintain clean, organized environment before and during open hours– pick up/ clean up.
- Ensure In-kind Donation Forms are completed by donors and retain a copy for our records.
- Maintain records of in-person donors of \$'s and in-kind donations of toys etc. in CRM.
- Ensure prompt follow up communication w/visitors, subscribers, donors -thank you notes, returns.
- Address customer needs, i.e. ask people to leave if inappropriate behavior or a safety issue.
- Gather ongoing informal feedback/testimonials; conduct satisfaction/demographic surveys.
- Photo/video children/family engagement and volunteers in action; keep digital photo file
- Share photos/videos of space, children/family engagement & volunteers on social media

CIRCULATION

- Register new subscribers and maintain up to date records of subscriber/subscription info.
- Retrieve toys and materials returned.
- Review overdue items or missing parts with subscribers as needed.
- Update information on online platform and toy labels to ensure accurate and consistent.
- Ensure each toy is complete and in good condition (safe & clean), before shelving for circulation.
- Shelf and display toys cleaned and ready for circulation.
- Maintain signage and reference information.

COLLECTION MAINTENANCE & CATALOGING

- Maintain quality of collection. Ensure toys and toys sets are complete, safe, and clean.
- Maintain neat, clean, organized, attractive environment of all areas used by CCTL.
- Maintain up to date information in online platform and toy labels for accuracy and consistency.
- Maintain digital photos of all toys/books and ensure backup drive kept up to date.
- Maintain records of toy repair/replacement needs.
- Maintain files of instructions for equipment, toys/games. Research and print as needed.
- Purchase toy parts/replacements within budget as needed. Assemble toys as needed.
- Manage partial inventory during the year and an annual full inventory of the collection.
- Sort and recommend items to remove from the circulating collection (temporarily or permanently), for storage, repair, for other organizations to give to families, to sell or discard.
- Update records on the online platform and master google spreadsheet.

COLLECTION DEVELOPMENT & CATALOGING

- Accept toy/book donations and sort according to use (collection, sell, donate, or discard.)
- Maintain wish lists from knowledge of collection, subscriber requests, new on the market.
- Work with Executive Director & Child Development Play Specialist to prioritize & purchase toys as needed within budget.
- Add new (donated or purchased) toys and materials to the online platform including photos.

VOLUNTEERS:

- Coordinate Toy Library volunteers i.e. orientation/training, tasks/projects (set up/take down, toy cleaning, filing, etc.)
- Maintain volunteer records (hours, tasks, emergency contact info and retention and ways of expressing appreciation.)
- Assist with developing user-friendly information for operation policies and procedures for volunteers.

OTHER:

- Assist with CCTL programs, events, and special projects Onsite, Play Oasis, and Community.
- Assist with marketing/development activities (e.g. promoting CCTL, talking with funders, posting/distributing flyers/rack cards, writing thank you notes, etc.)
- Attend occasional Board and staff meetings, training, and community meetings as needed.

SPECIAL SKILLS:

- Portuguese &/or Spanish speaking skills preferred.
- Friendly, professional, and considerate in work with children, teens, adults, and other staff.
- Committed to 'best practices' (developmentally appropriate practices) and customer service.
- Genuinely interested in children and families and people of all ages, cultures, backgrounds.
- Works well with different cultural and socio-economic backgrounds i.e. non-English speaking families.
- Comfortable working with children/families with intellectual disabilities and behavioral issues.
- Experience working with children (infants-teens) as well as adults.
- Strong desire to help children and families thrive – at home, in school, and in life.
- Knowledge of child development stages and developmentally appropriate toys and books.
- Knowledge of child directed play and developmentally appropriate, inquiry-based learning.
- Retail experience with customer service and maintaining attractive display of toys, materials, and signage.
- Strong visual, spatial awareness, i.e. design and color, for aesthetic organization of toys and books as invitations for play.
- Ability to organize, package and attractively display items 3-dimensionally.
- Works effectively as a team player and works efficiently independently.
- Uses excellent communication skills in writing and speaking.
- Ability to read and follow directions, such as toy assembly and game instructions.
- Ability to effectively use technology equipment and software required (e.g. mac computer, iPad, phone, printers, laminator, online platform, CRM, google drive/docs/spreadsheets, etc.)
- Well organized with clerical skills including good use of time, space, and resources.
- Strong awareness and attention to detail.
- Adaptable, ability to manage multiple tasks and needs effectively.
- Comfortable with active work environment that changes with multiple tasks, situations, and variety of noise levels with small and large groups of children and adult playful engagement.
- Neat, clean, professional appearance.
- Dependable, shows up on time, follows through, communicates in timely manner.
- Ability to follow policies and procedures; flexible to address specific circumstances/needs.
- Experience working with volunteers; ability to instruct and allocate responsibility to others.
- Comfortable talking with media and being recorded/photographed/videotaped by media.
- Ability to lift heavy items, and maneuver heavy loaded carts and bins of toys and equipment.

MINIMUM QUALIFICATIONS:

- Bachelor's degree or above, plus 2 years of relevant experience.
- Must be able to work Fridays & Saturdays and occasional evenings and weekday hours.
- Must have reliable personal transportation.
- Proficient in Microsoft Office software (Word/Pages, Excel/Numbers, PowerPoint/Keynote)
- Must have work permit or documents that allow work in the US.
- Must be able to lift up to 20 lbs

PREFERRED QUALIFICATIONS:

- Master's Degree or expertise in child development/play, Reggio Emilia philosophy, early intervention, or social work.
- Proficient English as well as Portuguese &/or Spanish speaking skills.
- Experience working with diverse population of children and families.
- Experience managing and working effectively with volunteers.

POSITION: Year-round, part-time 15 hours (Friday & Saturdays with occasional evenings and weekday hours.)
Reports to Executive Director.

TO APPLY: Submit cover letter of interest and qualifications and resume to Deb Willsea debw@capecodtoylibrary.org