

CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Substitute Library Assistant I
Department/Location:	Public Library
Reports To:	May report to Youth Librarian, Assistant Library Director, Library Director or Reference Librarian
Employees Supervised:	None.
Interrelationships:	This employee has frequent contact with library patrons, reference and youth department staff and other library employees.

Position Summary:

The Substitute Library Assistant I is responsible for the orderly operation of the circulation desk, operating the automated circulation system and general clerical functions in the library. This is an as needed position, with no set amount of regular hours.

Position Duties:

Essential Job Functions:

1. Check library materials out so that patrons will have a minimal wait, computer records are accurate and the security system is maintained. Examples of tasks include: scan library card, check for fines or overdue materials, scan item barcode, move item across magnet to de-sensitize for security system and print receipt.
2. Check library materials in so that patrons records reflect returned items and materials are available for checkout in the computer system. Examples of tasks include: open videos/CDs to be certain proper item is in the container and that it is in good condition, collect fines, move items over magnet to re-sensitize to security system, scan barcode to check in on computer system and clear item from patron's record, examine computer screen for 'hold' placed on the incoming item, empty drop boxes, keep counter cleared of returned materials, set items aside to contact person requesting hold or place in order for re-shelving.
3. Issue and replace patron library cards and maintain patron computer accounts. Examples of tasks include: maintain current telephone and address records, check

computer for previous cards or fines, enter new information into computer, describe services to patrons, and answer circulation and general library questions.

4. Answer incoming telephone calls and place telephone calls to patrons to answer questions and communicate regarding library services. Examples of tasks include: answer telephone calls, answer questions/renewal requests, direct calls, take messages for other staff, initiate calls to patrons to inform them that materials placed on hold are not available, etc.
5. Perform a variety of services related to circulation and general library operations. Examples include: collect money for lost or damaged books, give change, assist with photocopier, give directions, sort and deliver mail, record daily newspapers received and place on shelves, sort materials to be shelved, shelving, route materials, update records, be watchful for materials from/to other libraries, may assist with preparation of materials as part of processing of new materials, monitor Internet use according to one hour limit, provide brochures, keep collections in proper order, register patrons for Internet use, check out art prints, keep back issues of periodicals in order, keep new book shelves current and in order and reserve A/V equipment for patrons.
6. Perform additional projects and assignments.

Other Duties:

1. Attend required meetings and participate in any work group or committee assignments.
2. Maintain knowledge and skills in circulation system, computer equipment, general library services/operations and library procedures.
3. Provide assistance to other departments as requested.

Qualifications:

1. Education: high school diploma or equivalent.
2. Experience: prefer previous library experience, exposure to automated circulation systems or high volume customer service responsibilities.

Personal Attributes Required:

Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures. Must gain detailed knowledge of circulation system, security system and related procedures. Must be pleasant and helpful, well organized and detail oriented. Must demonstrate the ability to establish and maintain effective relationships by

using appropriate interpersonal skills. Must understand the need for teamwork, timeliness, accuracy and service. Must be able to maintain self-control without exhibiting negative behaviors. Must be able to interact with patrons and officials to accomplish tasks without arousing hostility. Must be able to assume responsibility and work with a high level of independence. Must have a knowledge of good grammar, spelling, punctuation and basic math abilities.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize basic math skills of addition, subtraction, multiplication and division.
12. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.
13. Must demonstrate good English language skills, including spelling, grammar and proofreading.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 28, 1999

Revision date:

Revised on 6/8/2000