

## Position Description



<b>Job Title</b>	Library Associate
<b>Department</b>	Library
<b>Employment Status</b>	Full time or Part Time
<b>Exempt/Non-Exempt Status</b>	Nonexempt

### Scope of Work

Under the general direction of Public Services, Materials Collection, Community Engagement, Marketing and Communications or Technology, this position performs a variety of paraprofessional tasks in the service area to which the position is assigned within the library, according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals.

### Supervision

<b>Received</b>	Public Services Manager, Materials Collection Manager, Community Engagement Manager, Marketing and Communications Manager or Technology Manager
<b>Exercised</b>	None

**Essential Job Functions:** The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. It is the library's expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our patrons

Assists library patrons in selection of materials, use of computer and online services, research, checkout, registrations and other library resources and services. Under the general direction of the Public Services Manager, Materials Collection Manager, Community Engagement Manager, Marketing and Communications Manager or Technology Manager, may be required to perform any of the following tasks, depending on assigned department:

#### Public Services:

1. Provides consistent, courteous, and responsive service to all internal and external contacts, adhering to the library's core service values.
2. Assists patrons of all ages in their use of the library at any public service desk.
3. Researches and provides answers to general reference and readers' advisory questions. Questions may be received and responded to in person, by phone or electronically.
4. Assists patrons with locating and requesting materials through interlibrary loan.
5. Schedules meeting room usage and maintains meeting room statistics.

6. Ensures compliance with relevant laws and regulations including copyright in connection with use of library materials and resources. Maintains the confidentiality of library records.
7. As Team Lead in the department, may serve as backup to the Public Services Manager in their absence and assist with backroom and public service desk issues.
8. Performs public service workroom duties including answering telephones, checking in library materials, setting up and/or closing of transit bins.
9. Performs public service desk duties; checks materials in and out; registers new users, answers telephone, collects fines and fees and operates the cash register.
10. Oversees Public Services Page/Shelver responsibilities; schedules and prioritizes their work assignments.
11. Ensures the entire collection is shelved properly - in order, straightened and shifted as needed.
12. Oversees the Public Services Library Assistant responsibilities; schedules and prioritizes their work assignments.
13. Act as a liaison and assists with circulation issues that arise with other Bridges libraries.
14. Performs all tasks related to interlibrary loan (ILL)
  - Places ILL requests
  - Receives and responds to ILL request from other libraries
  - Maintains transaction records and statistics
  - Processes incoming and outgoing ILL materials
15. Maintains system records including:
  - Manually changing automated records
  - Running reports and checking shelves for items
  - Printing and mailing notices
  - Processing Holds
  - Processing transits
16. Performs general troubleshooting on interior and exterior returns.
17. Performs clerical tasks as needed.
18. Provides training for new employees and volunteers.
19. Assists with special projects as needed.
20. Stays current with public service trends and developments by reviewing publications, taking professional development classes, and attending professional conferences.

#### Materials Collection Services:

1. Assists with acquisition of library materials in the integrated library system; places and receives orders; checks invoices for materials received; works with vendors to handle returns, invoice problems and unfilled orders; maintains records.
2. Maintains records of all debits and credits in the materials budgets and other designated funds; reconciles monthly figures with the Finance Analyst; prepares monthly reports of expenditures.
3. Helps maintain the integrity of the CAFÉ shared database of library materials; verifies new editions and duplicate copies, de-duplicates MARC records; maintaining bibliographic records and resolves item record issues.
4. Maintains records of memorials, gifts, trust and grant monies and purchases in the integrated library system and in monthly and special spreadsheets.
5. Works with CAFÉ staff and staff from other CAFÉ libraries to resolve database issues affecting customer service.

6. Works with Finance Analyst to maintain information on vendors including billing addresses and contact information.
7. Prepares reports for the Materials Collection Manager on fund balances.
8. Assists with special projects as needed.
9. Performs on-the-job training to other employees.
10. Writes reports and maintains detailed and accurate statistics.
11. Documents procedures and updates job manuals.
12. Stays current with the integrated library system acquisitions module and any software upgrades and looks for ways to streamline processes; takes professional development classes.

#### Community Engagement Services:

1. Develops and presents Library-wide programs and events, both internal and external, for children, parents, caregivers, teens, and adult groups; including summer reading programs, story times, book discussions, Waukesha Reads, class visits, and group tours.
2. Participates in providing outreach services to the community, including programs and events that foster community engagement.
3. Cultivates partnerships, both internal and external to provide the best services to the community.
4. Promotes awareness of library resources, library services, programs and learning opportunities.
5. Assists patrons in their use of the library, including selecting and locating print and non-print materials, computer use, and the use of new media and online resources.
6. Schedules Library visits and delivery to homebound Waukesha residents, including residents of nursing homes, assisted living facilities, apartment complexes and private homes. Provides readers' advisory service for homebound patrons.
7. Tracks materials delivered through Library Outreach Program, including creating and updating library cards, placing holds, checking items in/out, and retrieving materials that are due.
8. Promotes the use and understanding of the Outreach Program through such means as presentations to community groups, attendance at meetings and use of promotional materials.
9. Maintains written guidelines and procedures for Outreach service and prepares reports and statistics.
10. Determines eligibility and completes Talking Book applications for [Library of Congress] audiobook delivery.
11. Establishes positive working relationships with other agencies, community groups, health care facilities and retirement homes.
12. Compiles program statistics.
13. Stays current with library programming trends and collections by reviewing publications, taking professional development classes, and attending professional conferences.

#### Marketing and Communications:

1. Displays knowledge and experience with the basic principles of graphic design and desktop publishing software.
2. Maintains the Library calendar of events.
3. Keeps Library information current on all print and digital media platforms.
4. Designs, creates, and distributes print and digital materials for the library.
5. Creates promotional and educational videos for the library.

6. Writes content and assists with updating the library's social media accounts and website.
7. Participates in the management of the library marketing and social media calendars and completes projects based on the specified timelines.
8. Writes and distributes press releases for the library.
9. Assists with the creation and publication of one or more monthly eNewsletters.
10. Works with the Marketing and Communications Manager on the planning, execution, and promotion of the Waukesha Reads project.
11. Assists with maintaining displays, bulletin boards, and brochure racks in the library.
12. Attends meetings and continuing education programs to keep informed about current trends, issues and methods on public relations, marketing, and communications in the library field.

#### Technology

1. Designs and implements training materials for use of software and hardware by the public or staff.
2. Provides training, support, and general supervision on the appropriate use of computer equipment to the public or staff.
3. Assists with Library website maintenance.
4. Facilitates public and staff surveys to find gaps in technology services offered.
5. Maintains IT procedural manual.
6. Installs, configures, and troubleshoots software applications.
7. Recommends higher level or vendor-based support when needed.
8. Helps coordinate the use of shared equipment (laptops, projectors, tablets).
9. Provides assistance with technology setup and take down for meetings and programming, for both internal library uses and public events.
10. Provides on-site and telephone based technical support for all workstations, terminals, and peripheral devices.
11. Helps maintain all computer hardware and software inventory, including identifying information, warranty, and location.

#### Maker Space

1. Maintain established public open hours.
2. Skillfully operate all Studio 321 equipment.
3. Training staff, patrons, and volunteers on technologies used in Studio 321.
4. Maintain safety standards for volunteers and public users.
5. Provide technical guidance on a variety of equipment—including, but not limited to, 3D printers, laser cutter, sewing machines, recording equipment, and vinyl/paper cutting machine—with staff, patrons, and volunteers.
6. Track equipment and inventory materials.
7. Track patron use of Studio 321.
8. Basic troubleshooting of Studio 321 technology.
9. Develop and lead technology classes and workshops.
10. Promote the use of the makerspace and facilitate ongoing activities.
11. Manage 3D printer queue and perform basic maintenance.
12. Aid in updating in-house procedure documentation for common tasks.
13. Troubleshoot meeting-room technology as needed.

<b>Other Job Functions</b>	
<ol style="list-style-type: none"> <li>1. Attends meetings and conferences as appropriate to keep abreast of developments in the library field.</li> <li>2. Assists the Department Manager with on-the-job training to other staff members.</li> <li>3. May serve on various committees within the Library and the Bridges Library System.</li> <li>4. Represents the Library within the community</li> <li>5. Performs related duties as assigned.</li> </ol>	
<b>Requirements of Work</b>	
<p>Graduation from an accredited college or university with a bachelor's degree and major coursework in library sciences, education, graphic design, marketing, public relations, or other related field and at least 2 years of library experience; or any equivalent combination of training and experience which provides the following knowledge, ability, and skills:</p>	
<b>Knowledge of</b>	<ol style="list-style-type: none"> <li>1. Library and information science. desktop publishing software</li> <li>2. Children's, teen and adult literature and readers' advisory resources.</li> <li>3. Graphic design principles, website management and video production.</li> <li>4. Information resources available from other libraries, the library system and other sources in the community, county, and state.</li> <li>5. The use of general office equipment including computers and relevant software.</li> </ol>
<b>Ability to</b>	<ol style="list-style-type: none"> <li>1. Interpret statistical data, analyze information, and evaluate programs.</li> <li>2. Respond to the needs and interests of all library patrons.</li> <li>3. Prepare clear and concise reports and recommendations.</li> <li>4. Diagnose and troubleshoot technology issues.</li> <li>5. Establish and maintain effective working relationships with supervisors, coworkers, and the general public.</li> </ol>
<b>Skill in</b>	<ol style="list-style-type: none"> <li>1. Listening, oral and written communications.</li> <li>2. Public relations.</li> <li>3. Organization and attention to detail.</li> <li>4. Analytical and problem-solving skills</li> </ol>
<b>Necessary Special Requirements</b>	
None	
<b>Physical Demands</b>	
<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ol style="list-style-type: none"> <li>1. Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.</li> <li>2. Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus.</li> </ol>	

3. While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
4. The employee is occasionally required to bend, stoop, kneel, crouch, or crawl.
5. The employee must occasionally lift and/or move up to 50 pounds.