



## 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>	Non-exempt

### Scope of Work

This is general library services position that performs a variety of tasks depending on the department to which the position is assigned within the Library.

### Supervision

<b>Received</b>	Head of Program Development and Community Engagement, Librarian II – Library Department Manager or Circulation Services Supervisor
<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.

Under the general direction of the Head of Program Development and Community Engagement, Librarian II- Library Department Manager or Circulation Services Supervisor, may be required to perform any of the following tasks, depending on assigned department:

#### Children's Services:

- 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.
- Researches, and provides answers to general reference and readers' advisory questions. Questions may be received and responded to in person, by phone or electronically.
- Develops and presents Library programs for children, parents, caregivers, and adult groups interested

in children's literature; including summer reading program, storytimes, booktalks, class visits, in-house programs, group tours and outreach services.

- Participates in the selection and withdrawal of Children's print and non-print materials under the guidance of the Collection Development Coordinator and the Children's Services Manager.
- Maintains special collections such as AV and periodicals.
- Assists librarians in compiling booklists and promoting the Library through the use of social media and promotional materials.
- Compiles program statistics.
- May serve on various committees within the Library and the Bridges Library System. Represents the Library within the community.

#### Circulation:

- Serves as backup to Circulation Supervisor and assists with circulation issues.
- Performs circulation workroom duties including answering telephones, checking in library materials, setting up and/or closing of transit bins.
- Performs circulation desk duties; checks materials in and out; registers new users, answers telephone, collects fines and fees and operates the cash register.
- Oversees Page/Shelver responsibilities; schedules and prioritizes their work assignments.
- Ensures the entire collection is shelved properly - in order, straightened and shifted as needed.
- Provides training for new employees and volunteers.

#### Information Services, Outreach and Interlibrary Loan:

- 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 Outreach patrons.
- 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.
- 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.
- Maintains written guidelines and procedures for Outreach service and prepares reports and statistics.
- Determines eligibility and completes Talking Book applications for [Library of Congress] audiobook delivery.
- Establishes positive working relationships with other agencies, community groups, health care facilities and retirement homes.
- Places ILL requests through WISCAT for Library patrons.
- Receives and responds to ILL requests from other libraries.
- Contacts patrons regarding their ILL requests.
- Maintains transaction records and statistics.
- Processes incoming and outgoing ILL materials.
- Handles overdue notices and bills for ILL materials.
- Assists with special projects as needed.

#### Information Services, Reference:

- Assists patrons of all ages in their use of the library at the first floor Reference Desk.
- Instructs patrons in the use of the online catalog, reference sources, websites, databases, computer programs, ereaders, and Library-owned equipment.
- Researches and provides answers to general reference questions. Questions may be received and responded to in person, by phone or electronically.
- Assists patrons with locating and requesting materials through interlibrary loan.
- Provides readers' advisory services for patrons, middle school-aged through adults.
- Schedules meeting room usage, maintains meeting room statistics, and creates meeting room signs
- Handles the posting and distribution of informational materials on the Library's public bulletin boards and giveaway racks.
- Creates promotional materials for library programs.
- Assists in the maintenance of Library displays and booklists.
- Assists with the online creation of carts for ordering library materials.
- Assists with special projects as needed.

#### Marketing:

- Displays knowledge and experience with the basic principles of graphic design and desktop publishing software.
- Plans, promotes ~~develops, implements~~ and presents a variety of Library and Waukesha Reads programs and events.
- Maintains Library calendar of events and keeps promotional TV PowerPoint slides current.
- Designs, creates and distributes posters and signs on general Library information; works with Head of Program Development and Community Engagement and others to create general Library resource materials such as service brochures.
- Creates and distributes promotional materials for ~~Adult Services Library~~ programs.
- Creates and publishes a monthly eNewsletter.
- ~~Creates Library website and social media content.~~
- Monitors library promotional activities based on the Library marketing calendar.
- Writes and distributes press releases for the Library and Waukesha Reads programs.
- ~~Serves as a media resource person for the Library as needed.~~
- ~~Acts as volunteer liaison with the Circulation Services Supervisor; creates, prints and disseminates volunteer materials as needed; maintains spreadsheet of volunteer hours; contacts volunteers about training and openings; assists with annual volunteer luncheon.~~
- Works with independent printers for external printing of materials; maintains relationships with vendors.
- Works with Head of Program Development and Community Engagement on the Waukesha Reads project; serves as recording secretary; attends meetings; maintains records and contact directory; works with outside graphic designer on featured event calendar; designs, creates and distributes promotional pieces; contributes to website content and social media; assists with event planning; attends and supervises Waukesha Reads events.
- ~~Collaborates on special library events; e.g., author visits, open houses, etc.~~
- Assists with outreach efforts, such as presence at local fairs and presentations to community service groups. Is comfortable and displays confidence when speaking in public.

- Attends meetings and continuing education programs to keep informed about current trends, issues and methods of implementing programs, public relations, marketing and communications in the library field.

#### Technical Services:

- Assists with acquisition of adult and children's library materials on the Library's automated system; places and receives orders, checks invoices for materials received, works with vendors to handle returns, invoice problems and unfilled orders; maintains records.
- Maintains records of all debits and credits in the materials budgets and other designated funds; reconciles monthly figures with the Bookkeeper; prepares monthly reports of expenditures.
- Helps maintain CAFÉ database of library materials; verifies new editions and duplicate copies, de-duplicates MARC records; maintains bibliographic records and resolves item record issues.
- Maintains records of memorials, gifts, trust and grant monies and purchases in the integrated library system and in monthly and special spreadsheets.
- Works with CAFÉ staff and staff from other CAFÉ libraries to resolve database issues affecting customer service.
- Works with Finance Analyst to maintain information on vendors including billing addresses and contact information.
- Prepares reports for supervisors on money balances to enable them to maximize use of remaining funds.
- Prepares other reports as required.
- Assists with acquisition of Technical Services supplies.
- Assists with special projects as needed.
- Performs on-the-job training to other employees.

#### **Other Job Functions**

- Performs related duties as assigned.

#### **Requirements of Work**

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:

<b>Knowledge of</b>	<ul style="list-style-type: none"> <li>• Public information and library principles, methods, materials and practices.</li> <li>• <b>Knowledge of graphic design principles and desktop publishing software.</b></li> <li>• The use of general office equipment including computers and relevant software.</li> <li>• Library's automated system and MARC format. (Technical Services)</li> <li>• Bookkeeping principles. (Technical Services)</li> </ul>
<b>Ability to</b>	<ul style="list-style-type: none"> <li>• Work independently with minimal supervision.</li> <li>• Multitask and prioritize workload.</li> <li>• Establish and maintain effective working relationships with supervisors, coworkers and the general public.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establish and maintain accurate records with careful attention to detail.</li> </ul>
<b>Skill in</b>	<ul style="list-style-type: none"> <li>• Oral and written communications.</li> <li>• Public relations.</li> <li>• Organization and attention to detail.</li> <li>• Analytical and problem-solving skills.</li> </ul>
<b>Necessary Special Requirements</b>	
Outreach position requires a car and a valid driver's license.	
<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> <ul style="list-style-type: none"> <li>• Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.</li> <li>• Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.</li> <li>• 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.</li> <li>• The employee is occasionally required to bend, stoop, kneel, crouch, or crawl.</li> <li>• The employee must occasionally lift and/or move up to 50 pounds.</li> </ul>	