

Department: Library
Title: Library Assistant
Division: Circulation
Reports To: Circulation Manager
Date: March 2022
Status: Nonexempt

The library reserves the right to modify this and every job description in whole or in part at any time.

Schedule

Can be full or part time – average 20 hours per week-- depending upon current needs, including daytime, evening and weekend hours. Year-round schedule. Flexibility to meet multiple department scheduling needs.

General Job Description

Under general supervision, performs wide range of general public service, para-professional and clerical duties and activities essential to the daily operation of the departments. Job requires a high level of public contact and strong multi-tasking abilities. Because of the nature of the job duties, daily onsite work attendance is critical.

Distinguishing Features of Position

- Extremely high level of direct public contact regularly, including service desk work.
- Routine rotating schedule between three locations and between departments.
- Total access to patron database and patron accounts.
- Significant freedom in negotiating payments and other patron account issues.
- Total responsibility for commanding the spaces and enforcing library policies and procedures when scheduled at branch locations; significant responsibility for same when scheduled at Main.
- Significant flexibility required in fulfillment of duties.
- High level of accuracy and strong attention to detail needed in fulfillment of duties.
- Significant levels of independent judgment required in fulfillment of duties.

Primary Duties

- Serves up to 75% of time on a public services desk or interacting with library patrons.
- Provides basic clerical work including answering and directing phones, issuing library cards, explaining and collecting fees, placing and processing requests, and database maintenance.
- Checks library materials in and out, shelves materials as necessary.
- Provides consistent customer service to library users, including basic direction and information regarding readers' advisory, library collections, programs and operations.
- Actively promotes and markets library materials and services.

Secondary Duties

- Assists department managers in all duties and projects related to the functions and responsibilities of the departments. These niche duties are assigned according to changing departmental needs and individual staff strengths/talents.
- Attends and participates in departmental and library meetings as approved.
- Develops and maintains a high level of knowledge and awareness of library policies, operations, services and programs and communicates them routinely and effectively to customers and co-workers.
- Provides support for library wide programs.
- Other duties as required.

Qualifications

- High school diploma or equivalent.
- Three to five years' experience in a customer service related or administrative support position with a high level of public contact.
- Demonstrated interest in reading and life-long learning.
- Personable, with a good professional image and attitude, and enthusiasm for public library work.
- Able to understand and perform routine library procedures.
- Able to communicate effectively with staff and public; fluent in English.
- Personal computer fluency including e-mail, Microsoft Office or comparable office software.
- Able to use library automation software quickly and effectively for all circulation functions.
- Able to be well organized and prioritize tasks.
- Able to do accurate work quickly.
- Excellent organizational thinking, alphabetizing, Dewey Decimal system.
- Dependable work and attendance habits.
- Able to create and maintain effective public relations.
- Some knowledge of library materials, techniques, and procedures is desirable.
- Ability and initiative to work independently and efficiently with minimal direction.
- Able to operate a multi-line phone and cash register.
- Valid driver's license.

Physical Demands

- Frequent movement through the spaces, frequently holds stationary positions (upwards of 2 hours at a time).
- Position involves moving objects that weigh at least thirty (30) pounds and the ability to transport at least one hundred (100) pounds on wheels.
- Extensive movement is required to reach and adjust items at floor level and at or above standard desk height.
- Ability to operate computer keyboard and mouse.
- Able to assess written communication in a variety of formats including print or digital.
- Able to communicate effectively with staff or patrons, exchanging information as needed.

Service Expectation for All Library Employees

Service, both to our public and internally, is the highest priority for the organization. For positions in public service roles, employees are expected to be scheduled at a public service point for up to 50% of their workweek. For positions where providing programming is a primary duty, up to 25% of work time may be scheduled at a public service point. On occasions of staffing shortages, employees may be required to cover desk shifts beyond the basic percentages listed. Employees in roles without regular public-facing duties may be called upon to assist with tasks outside of their usual work, including but not limited to working public service points or providing support in another way so that coverage may be achieved.

General Requirements for All Library Employees

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff, department & management team meetings.

Job Performance Standards

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.
- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

Required Talents & Leadership Competencies

Talents: service, ethics, arranger, responsibility, creativity, empathy, persuasion

Leadership Competencies: vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

DEFINITIONS FOR REQUIRED COMPETENCIES

Talents

- Service: a drive to be of service to others
- Ethics: a clear understanding of right and wrong which guides actions
- Arranger: an ability to orchestrate
- Responsibility: a need to assume personal accountability for work
- Creativity: ability to break existing configurations in favor of more effective/appealing ones
- Empathy: an ability to identify the feelings and perspectives of others
- Persuasion: an ability to persuade others logically

Leadership

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. Is committed to continuous improvement of services.
- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.