



## **LIBRARY ASSOCIATE**

**SUPERVISOR: DIRECTOR OF LIBRARY SERVICES**

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### **SERVICE COMMITMENT**

The Shorewood Public Library is committed to providing the highest quality of service to both internal and external customers. To achieve this level of service, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively with other employees. Employees are expected to contribute toward public understanding of and support for libraries within the community. The Shorewood Public Library is a dynamic work environment requiring employees to be adaptable.

### **GENERAL PURPOSE OF POSITION**

Provide library services to the Village of Shorewood community and all library patrons that support the Shorewood Public Library's mission and strategic plan as set by the Shorewood Public Library Board of Trustees. This is a paraprofessional position with a variety of responsibilities including cataloging, circulation services, programming, collection maintenance, and reference services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **GENERAL**

1. Contribute to a positive, helpful, friendly, and inviting environment for library users and maintain a level of excellent customer service.
2. Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace.
3. Maintain confidentiality of library patron information.
4. Attend and participate in staff meetings when required.
5. Follow library and department policies and procedures and interpret to users as needed. Follow and interpret Milwaukee County Federated Library System (MCFLS) and interlibrary loan (ILL) policies and procedures as applicable.
6. Monitor the behavior of patrons in the library in the interest of maintaining order while on duty, reporting incidents to the Assistant Director, Director of Library Services, or the Librarian in Charge (LIC).
7. Maintain up to date knowledge of library and community events and services by reading local publications, following library and Village of Shorewood social media, and familiarity with library and village web sites.
8. Maintain a commitment to continual learning to improve skills and knowledge through reading professional literature and attending training sessions and other opportunities as

## LIBRARY ASSOCIATE JOB DESCRIPTION

they arise. Stay current with trends in information technology and its application to library service.

9. Serve on Village of Shorewood, MCFLS, or other committees as assigned by the Director of Library Services.
10. Maintain working knowledge of all library operations.

### TECHNICAL SERVICES

1. Complete cataloging for all types of library material in conjunction with MCFLS and Milwaukee Public Library cataloging services and standards. Suggest procedural improvements for cataloging effectiveness and efficiency. Attend MCFLS Database Maintenance meetings and training to stay apprised of trends and updates to the integrated library system (ILS). Fix item problems in the database.
2. Collaborate with the Director of Library Services, Assistant Director, and librarians to ensure all materials are cataloged and labeled in a patron-friendly manner, and that library cataloging is periodically adjusted to remain customer-oriented and ensure the highest standards of access for all patrons.
3. Under direction of library management, coordinates processing of materials including ordering supplies, documenting procedures, assisting with training staff who process materials, and recommending workflow improvements.
4. Assist with the gathering and use of data from the ILS in the areas of circulation, collection management, and database maintenance.

### REFERENCE SUPPORT

1. Regularly staff youth and adult reference desks, providing reference, reader's advisory, interlibrary loan services and basic technology assistance to the public via telephone, email, and in-person. Time spent on these tasks may fluctuate depending on staffing levels.
2. Troubleshoot basic problems with library equipment and software.
3. Collaborate with librarians on programming, displays, collection maintenance, and services to all ages as needed.
4. Serve as the volunteer liaison for the Friends of the Shorewood Public Library.

### CIRCULATION SUPPORT

1. Staff circulation desk, answering phones, checking in items, and in-back assistance including checking items in). Time spent on these tasks may fluctuate depending on staffing levels.

### QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and abilities necessary to successfully perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION AND EXPERIENCE

- At least two years of college courses

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- Two years of reference and/or circulation customer service
- Cataloging experience

### KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work comfortably with patrons of all ages and backgrounds
- Understanding of basic library principles, procedures, technology, goals, and philosophy of service
- Knowledge of library cataloging principles and/or experience with detailed data entry and database maintenance
- Experience with library-specific technology including ILS
- Ability to learn pertinent computer programs and to effectively use them to perform assigned duties
- Broad understanding of computer technology and software including knowledge of Microsoft Office products
- Ability to effectively use the internet, search engines, and other web tools for reference and research purposes
- Ability to effectively present information and respond to questions from individuals and groups
- Initiative, ability to work both independently and as a team
- Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required
- Friendly and helpful manner, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors
- Promptness, reliability, able to maintain good attendance record
- Knowledge of English grammar and spelling

### WORK ENVIRONMENT

- Inside work environment
- Frequent dusty work conditions
- Exposure to environmental factors: repetitive motions of using a computer keyboard and picking up and setting down books
- Noise level is moderately quiet
- Hours may include evenings and weekends

### TOOLS AND EQUIPMENT USED

Automated shared resource system (CountyCat and Sierra), networked personal computer and peripherals, mobile devices, printers, e-readers, wireless router, copy machine, scanner, telephone, cash register

**The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.**

## LIBRARY ASSOCIATE JOB DESCRIPTION

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**