

CITY OF MADISON POSITION DESCRIPTION

1. **Name of Employee (or "vacant"):**
vacant
Work Phone: 608-224-7100
2. **Class Title (i.e. payroll title):**
Library Assistant 1
3. **Working Title (if any):**
4. **Name & Class of First-Line Supervisor:**
Mary Burton
Work Phone: 608-224-7103
5. **Department, Division & Section:**
Madison Public Library: Pinney Branch Library
6. **Work Address:**
204 Cottage Grove Road
7. **Hours/Week: 38.75**
Start time: varies End time: varies
8. **Date of hire in this position:**
vacant
9. **From approximately what date has employee performed the work currently assigned:**
na

10. Position Summary:

This is responsible paraprofessional and clerical work in the Madison Public Library system. This position involves coordination and participation in such functions as hands-on, high volume circulation and shipping functions; assistance to individuals and groups (all ages) accessing a broad range of technology, programs, collections and associated services; and oversight of daily operations in the absence of a librarian or supervisor.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 50% A. Perform duties associated with library circulation functions:
1. Train permanent and hourly circulation staff.
 2. Provide user assistance—including check in and out, library card registration and associated duties.
 3. Interpret and apply library policy and procedure for staff and library users; resolve or refer complaints and disputes.

- 4. Coordinate workflow, shipping and receiving.
- 5. Assist with schedules.
- 6. Monitor and improve process; implement change

- 25% B. Assist or instruct individuals or groups with:
 - 1. use of personal computers and software
 - 2. library system navigation: accessing the full range of programs, technology and reading, listening and viewing available at Madison Public Library and affiliated libraries
 - 3. reference and readers' advisory services
 - 4. tours and adult and youth programs
 - 5. routine troubleshooting and reporting of technology and facility-related issues
- 20% C. Oversee the daily operations of the branch library in the absence of a librarian or supervisor:
 - 1. Coordinate service functions: prioritize, prepare for, and execute the daily program.
 - 2. Maintain a safe and welcoming library environment.
 - 3. Participate in continuing education and on library work teams.
- 5% D. Participate in collection development and marketing:
 - 1. Suggest additions to the collection.
 - 2. Assist with de-selection.
 - 3. Promote in-house print and media via visual marketing and display.

12. Primary knowledge, skills and abilities required:

Working knowledge of standard library routines, principles, methods, techniques, technology and terminology. Working knowledge of core cultural literacy, including current events, popular culture, literature, history, music, film, etc. Knowledge of standard library resources. Knowledge of the role of the public library as an information provider in the community. Knowledge of print, recorded and electronic resources and on-line catalogs. Ability to communicate effectively both orally and in writing. Ability to utilize personal computer technology and to instruct others in its use. Ability to troubleshoot and provide standard support with hardware/software. Ability to deal courteously and consistently with library users and to establish and understand, carry out and give written and verbal instructions. Ability to maintain a positive and flexible approach to changing needs within the library and in a changing environment. Ability to perform reference interviews and to provide reference services using a broad range of sources including the Internet, databases and library collection. Ability to provide exceptional customer service, including exhibiting respect and sensitivity to a diverse clientele.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

Physical strength, dexterity and acuity in locating, lifting and shelving library materials of various formats and weights. Ability to push and pull book carts loaded with books; ability to stand for long periods of time. Ability to maintain adequate attendance.

16. Supervision received (level and type):

General

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

Mary M. Boston
 SUPERVISOR

3/25/11
 DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.