

LIBRARY ASSISTANT 1

CLASS DESCRIPTION

General Responsibilities:

This is responsible paraprofessional and clerical work in the Madison Public Library system. The work involves such functions as providing direct customer service to the public, providing support relative to the processing, ordering and cataloging of library materials, participating in collection maintenance and inter-library loan. The work is generally performed under the leadership and/or direction of a librarian and may involve the independent responsibility for the operation of a branch library or service in the librarian's absence.

Examples of Duties and Responsibilities:

Conduct service interviews and link customer needs with services and resources. Assist library customers to access on-site resources as well as the services and collections of the entire Madison Public Library, LINKcat (integrated library system), inter-library loan system, virtual resources, and community resources. Provide reference and readers' advisory services to meet informational and recreational needs. Assist customers in understanding library services, procedures, resources and systems/technology. Utilize the Internet, electronic databases, and knowledge of library collections(s), and/or other sources to anticipate and meet customers needs. Provide instruction or tours to customers on the use of the full range of library resources. Process inter-library loan requests.

Assist and/or instruct individuals (or groups) in the use of personal computers, software and peripherals in a Windows environment. Troubleshoot equipment and/or report equipment problems within protocols. Update and maintain standardized internet applications consistent with established protocols or instructions. Provide related user support. Identify, resolve, and/or refer related user issues.

Oversee the daily operations of a branch library or of a library service in the absence of a librarian or supervisor. Direct workflow, provide training and assistance to clerical and hourly staff and volunteers as directed. Maintain familiarity with library programs, policies, procedures, technology and related developments. Maintain a safe and welcoming library environment.

Oversee and perform circulation-related clerical duties (e.g., check out and check in library materials, collect fines, issue and reissue library cards, process holds, retrieve materials, explain regulations and answer questions, maintain files and inventories, perform or oversee shelving functions and other circulation related activities as needed).

Assist in collection maintenance and development. Assist with the maintenance and creation of displays and lists. Participate in the identification of specific materials or types of materials for acquisition. Assist with weeding under established guidelines.

Provide related services and support to various initiatives and user groups, e.g., children's programming. Participate in a variety of library development project teams or committee activities to evaluate and improve library policies, procedures, programs and services.

Perform related work as assigned.

QUALIFICATIONS

Knowledges, Skills and Abilities:

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 standardized support with hardware/software for internet utilization by patrons and staff. Ability to deal courteously and consistently with library users and to establish and maintain effective public and working relationships. Ability to perform clerical and recordkeeping tasks. Ability to understand, carry out, and give written and verbal instructions. Ability to maintain a positive and flexible approach to changing needs within the library and a changing information environment. Ability to perform reference interviews and to provide reference services using a broad range of sources including the Internet, databases and the collection. Ability to provide exceptional customer service, including exhibiting respect and sensitivity to a diverse clientele. Physical strength, dexterity and acuity in locating, lifting and shelving library materials (of varying formats and weights). Ability to maintain adequate attendance.

Training and Experience:

Three years of related public service experience (including support activities in the areas of library or similar) services requiring extensive interaction with customers and the application of personal computer technology in meeting service needs. Such experience would normally be supplemented by or gained after two years of related college level courses. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of these positions will also be considered.

Necessary Special Qualifications:

Successful completion of an approved library reference course is required during a six month probationary period.

Department/Division	Comp. Group	Range
Library	32	05

Approved: _____
Brad Wirtz
Human Resources Director
Date