

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: 608-266-6357

2. Class Title (i.e. payroll title):

Library Assistant 1

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Margie Navarre Saaf, Borrower Services Manager

Work Phone: 608-266-6362

5. Department, Division & Section:

Madison Public Library - Central

6. Work Address:

201 W Mifflin St, Madison, WI 53703

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:

N/A

-
10. Position Summary:

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 in a library facility, online or through community outreach; providing support relative to the processing; ordering and cataloging of library materials; and/or 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.

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

70% A. Oversee a public service desk providing both information services and circulation assistance to library customers.

1. Oversee and perform circulation-related clerical duties such as checking out and checking in library materials, collecting fines, issuing library cards, processing holds,

explaining regulations and answering questions, and other circulation related activities as needed.

2. Utilize the Internet, LINKcat (integrated library system), electronic databases, and knowledge of library collections(s), and/or other sources to anticipate and meet customers' information needs.
3. Provide instruction to customers on the use of the full range of library resources.
4. Maintain a safe and welcoming library environment.
- 5.

- 15% B. Oversee library card registrations for all nine Madison Public Library locations.
1. Review all library card applications for errors and omissions.
 2. Confirm P-stat entries.
 3. Collect email addresses for customers who wish to be added to the library's email list.
 - 4.
 - 5.
- 10% C. Participate in a variety of library development project teams or committee activities to evaluate and improve library policies, procedures, programs and services.
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
- 5% D. Participate in outreach programs and activities to promote and educate the public about library services.
1. Perform other duties as assigned.
 - 2.
 - 3.
 - 4.
 - 5.
- % E.
- 1.
 - 2.
 - 3.
 - 4.
 - 5.

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. Working knowledge of and ability to use computer software applicable to the duties of the position. 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.

13. Special tools and equipment required:

Provided by the library

14. Required licenses and/or registration:

None

15. Physical requirements:

Employees in this position must be able to lift/carry objects weighing up to 50 pounds (equivalent to a bucket of books) frequently and must be capable of pushing wheeled carts of books and other materials weighing up to 200 pounds onto and off elevators and across carpeted areas for up to an hour, four times per day. In addition, they must be able to frequently stand, walk, bend, kneel, stoop, reach overhead, and repeatedly lift books weighing as much as three pounds for extended periods of time up to six hours.

16. Supervision received (level and type):

Indirect supervision by the Borrower Services Manager.

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).

Margie Navone Sanf
SUPERVISOR

12/13/13
DATE

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