

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Library Associate – Youth Services
Department/Location:	Public Library
Reports To:	Head of Youth Services
Employees Supervised:	None, but will occasionally be responsible for supervising library operations.
Interrelationships:	This employee has frequent contact with library patrons and staff.

Position Summary:

The Library Associate-Youth Services is responsible for the orderly operation of the youth services desk, operating the automated circulation system and general support functions in the youth services department. In addition, the Library Associate has added responsibilities in processing newly arrived materials, shelving returned items, creating programming, and assisting with the launch of new services. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling more than 20 and less than 30 per week.

Position Duties:

The functions listed below are not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent. Prefer education beyond high school or significant related work experience.
- Experience: prefer 2-4 years of previous library or clerical experience. Computer skills and ability to use software and systems is required.
- Experience: prefer 2-4 years of experience working in early education.

Duties:

- Checks materials in and out.

- Supports acquisition of new library materials and processes new materials.
- Answers phone, directs calls and calls patrons regarding holds and problem items with proper etiquette.
- Registers patrons and maintains and updates record according to procedure.
- Describes library services to patrons.
- Assists patrons with technology.
- Assists with opening and closing departments. Supervises opening and closing if needed.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Develops and presents programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Is responsible for youth services when administrative staff is unavailable.
- Assists with library volunteers, collection management, public relations, marketing, and staff training as needed.
- Actual workflow for all Library Associates will include other responsibilities as assigned.

Job Expectations:

Teamwork

- Interacts with teammates professionally.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must gain a detailed knowledge of circulation system, material repair, security system and ordering procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.

6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 21, 2025