**Waupun Public Library**

**JOB DESCRIPTION**

**Job Title:** Desk Assistant, Library 2 (part-time)

**Report to:** Library Director

**FLSA:** Non Exempt

**Prepared by:** Bret Jaeger

**Date Approved by Library Board:** 3/17/2021

**PURPOSE:**

Perform circulation desk services along with clerical and other library duties as required. Desk services include, but are limited to, providing effective customer service, checking materials in and out, registering patrons, resolving fines and fees issues, answering telephone calls, running on-shelf items with holds reports, scheduling and supervising computer reservations, and the scheduling of meeting rooms.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Performs circulation desk procedures, such as checking materials in and out, registering patrons, collecting fees, answering telephone, etc.
2. Telephone calls to interlibrary loan and reserve patrons.

3. Assists patrons with mechanical operations of library equipment.

4. Perform nightly closing of the library.

5. Maintain discipline in the library during evening hours.

6. Supervise library pages when other staff are not present.

7. Assists with library programs and displays.

8. Review and check overdue notices before they are mailed.

**NON-ESSENTIAL DUTIES**

1. Assist with routine circulation desk procedures.

2. Fill in as needed for absent staff.

3. Perform light housekeeping.

4. Perform other related duties as required.

**QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); library or customer service experience preferred.

**KNOWLEDGE AND SKILLS**

1. Ability to communicate effectively with staff and public.

2. Ability to effectively present information and respond to questions from patrons.

3. Ability to assist patrons with reference questions and mechanical operations of library equipment.

4. Ability to maintain a positive attitude and relationship with staff and public.

5. Knowledge of library methods and procedures.

6. Ability to use computer software and manage computerized files.

7. Ability to interpret technical regulations and instructions.

8. Ability to read and comprehend safety rules, instructions, policies and procedures.

9. Ability to carry out instructions furnished in written, oral, or diagram form.

10. Ability to understand and perform routine library procedures.

11. Knowledge of databases and search methods.

12. Ability to set priorities in order to meet assignment deadlines.

13. Ability to assist with library programs and displays.

14. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to comprehend and interpret decimals to four places.

15. Ability to work independently, to determine work to be done, and to set and meet deadlines.

16. Ability to deal with basic problems or refer to supervisor.

17. Maintain knowledge and skills through active participation in continuing education activities.

18. Ability to assist in the training of other personnel.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to use hands to perform circulation and cataloging functions via keyboard and mouse. The employee is frequently required to stand, walk, reach with hands and arms, talk and hear. The employee is occasionally required to sit, stoop, bend, twist or crouch. Specific vision abilities required by this job include close vision and depth perception.

The employee must regularly lift up to 25 pounds, occasionally lift up to 50 pounds, and occasionally move book carts up to 200 pounds (which normally requires about 35 pounds of force).

**WORK ENVIRONMENT**

Inside work environment. Noise level is usually quiet. Possible weekend and evening hours.

**OFFICE SOFTWARE AND EQUIPMENT**

Regular use of computer business software such as Microsoft Office and the library's automation system software, various security and anti-virus software, microfilm reader/printer, copy machine, fax machine and telephone system.

**Equal Opportunity Employer:** The City of Waupun is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have received this job description and if I have any questions will contact my supervisor.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_