

# Oshkosh Public Library Position Description

**Position:** Children’s and Family Outreach Services Assistant II  
**Classification:** Library Assistant II  
**Department:** Children’s and Family Outreach Services  
**Date:** February 2015

**GENERAL PURPOSE**

Under the supervision of a Librarian, provide a wide variety of basic public, technical, clerical, and paraprofessional duties. Among these duties are: Information and reference service, reader’s advisory, planning and presenting programs, conducting tours, assisting with outreach, administrative support, participating in staff meetings, and other duties as assigned.

**Supervisor** Head of Children and Family Outreach Services  
**Salary Matrix Level** C

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

| Duty / Responsibility   | Performance Standards  |
|---|--|
| <b>Service Desk Coverage (4-10 hrs/wk)</b>  |  |
| <ul style="list-style-type: none"> <li>Monitor activity in the lower level. Enforce existing rules and policies in a consistent manner.</li> </ul>  | <ul style="list-style-type: none"> <li>A welcoming, safe atmosphere is maintained. Patrons feel that they are treated fairly and consistently.</li> </ul>            |
| <ul style="list-style-type: none"> <li>Answer a range of customer questions from general directional inquiries to more complex reference questions.</li> </ul>  | <ul style="list-style-type: none"> <li>Customer inquiries are effectively addressed, such that the customer gains useful direction from the staff member.</li> </ul> |
| <ul style="list-style-type: none"> <li>Assist and instruct customers on use of the public computers.</li> </ul>   | <ul style="list-style-type: none"> <li>Customers receive adequate instruction to move forward with their informational needs via the computer.</li> </ul>            |
|   |  |
| Duty / Responsibility   | Performance Standards  |
| <b>Back up Advisory for LA1s on Service Desk</b>  |  |
| <ul style="list-style-type: none"> <li>Provide assistance to LA1s and patrons when additional knowledge or skills are needed to satisfy requests, or to handle emergencies and patron behavior issues.</li> </ul> | <ul style="list-style-type: none"> <li>Informational and situational needs of LA1s and patrons are met.</li> </ul>   |
|   |  |

| Duty / Responsibility  | Performance Standards   |
|--|---|
| <b>Plan and Execute Library Programs and Displays</b>  |   |
| <ul style="list-style-type: none"> <li>Develop and present literacy-based programs such as storytimes, clubs, or other special events as assigned.</li> </ul>  | <ul style="list-style-type: none"> <li>Oshkosh families will be engaged in high quality literacy and learning experiences. They will be inspired to make literacy and learning a ubiquitous part of their children's growth.</li> </ul> |
| <ul style="list-style-type: none"> <li>Work as a team member to assist with larger departmental programs such as Summer Reading.</li> </ul>  | <ul style="list-style-type: none"> <li>A higher-quality program is offered to Oshkosh families by utilizing the skills and talent of several staff members in the planning and execution of the program.</li> </ul>                     |
| <ul style="list-style-type: none"> <li>Create literacy and educational displays as assigned.</li> </ul>  | <ul style="list-style-type: none"> <li>Oshkosh families will be engaged in high quality literacy and learning experiences. They will be inspired to make literacy and learning a ubiquitous part of their children's growth.</li> </ul> |
|  |   |
| Duty / Responsibility  | Performance Standards   |
| <b>Instruction on the Use of the Library</b>   |   |
| <ul style="list-style-type: none"> <li>Conduct general library tours for a range of groups or individuals such as: Classes, scouts, homeschool groups, etc.</li> </ul>   | <ul style="list-style-type: none"> <li>Guests will gain an understanding of the location of age-appropriate areas, and the location of different media formats and collections offered by the library.</li> </ul>                       |
| <ul style="list-style-type: none"> <li>Provide specialized instruction as requested by groups or individuals. For example: Using the online card catalog, finding materials using the Dewey decimal system, learning about local history resources and the history of the Oshkosh Public Library.</li> </ul> | <ul style="list-style-type: none"> <li>Guests will acquire knowledge of specific areas or topics.</li> </ul>  |
|  |   |
| Duty / Responsibility  | Performance Standards   |
| <b>Assist with Outreach</b>  |   |
| <ul style="list-style-type: none"> <li>Visit schools and other agencies as requested to assist with promotion of library services.</li> </ul>  | <ul style="list-style-type: none"> <li>Oshkosh area residents gain awareness of the library's current services for children and families.</li> </ul>  |
|  |   |
| Duty / Responsibility  | Performance Standards   |
| <b>Administrative Support</b>  |   |
| Assist Librarians with tasks such as: Weeding, rotating periodicals, collecting statistics, ordering office supplies and certain promotional materials.  | <ul style="list-style-type: none"> <li>Tasks are completed per librarian's directions.</li> </ul>   |
|  |   |
| <b>Professional Development</b>  |   |

|   |  |
|---|--|
| <p>Participate in continuing education activities such as workshops, webinars, classes, and readings that contribute to personal and professional growth.</p> | <ul style="list-style-type: none"> <li>Patron service and/or staff relations will have added value when staff member learns and applies relevant knowledge and skills to their position and/or to the library in general.</li> </ul> |
|---|--|

**KNOWLEDGE, SKILLS AND ABILITIES**

Effective customer service skills

Ability to set priorities during fluctuating workflow.

Knowledge of children’s and Young Adult literature. Knowledge of the organization of library materials.

Computer skills including experience with word processing software, email, Internet navigation, and the online library catalog including the digital collections and resources, as well as other digital resources.

Some knowledge of devices for reading ebooks and listening to downloadable audiobooks.

Ability to adapt to change, willingness to learn new ways of doing things, including new technologies.

**REQUIRED EDUCATION AND/OR EXPERIENCE**

Previous experience in a library or educational setting.

Some college education is favorable.

**TOOLS AND EQUIPMENT USED**

Typical office equipment, computers and software including computer workstation, calculator, fax machine, photocopier, telephone, and printers.

**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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Position requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is moderate. Most work is indoors.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.

February 2015