

# Oshkosh Public Library Position Description

**Position:** Children’s and Family Outreach Services Library Desk Assistant II  
**Classification:** Library Assistant II  
**Department:** Children’s and Family Outreach Services  
**Date:** October 2020

**GENERAL PURPOSE**

Under the supervision of a librarian, provide a wide variety of basic public, technical, clerical and paraprofessional duties. These include: Reference, Reader’s Advisory, technology assistance and special projects as assigned. Maintain a welcoming and safe atmosphere in the Children’s area through monitoring activity and teaching expected behaviors. Enforce policies when necessary. Ensure that the area is appealing to customers by tending to collections, displays, and other areas throughout the floor.

**Supervisor** Head of Children and Family Outreach Services

**Salary Matrix Level** C

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Duty / Responsibility	Performance Standards
<b>Customer Service, Resource Locating Assistance, and Technical Assistance</b>	
<ul style="list-style-type: none"> <li>• Interview customer to access their needs and connect them with library services in a friendly professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer inquiries are effectively addressed.</li> <li>• Customer leave library satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>• Advise on reading choices and offer assistance in finding materials appropriate to child’s formal educational needs, personal interests and/or reading levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers have confidence in staff suggestions evidenced by checkouts, holds or verification that information was useful and relevant.</li> </ul>
<ul style="list-style-type: none"> <li>• Choose and write up recommendations for “Staff Faves” book display.</li> </ul>	<ul style="list-style-type: none"> <li>• Employee will submit three book titles each month.</li> </ul>
<ul style="list-style-type: none"> <li>• Direct customers to the location of materials and services available in the library.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will successfully arrive in the desired area of the library.</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrate to customers how to search the online catalog and place reservations on materials along with the library’s other online and electronic resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will feel confident in searching and using the Library’s online resources with minimal to no assistance.</li> </ul>
<ul style="list-style-type: none"> <li>• Advise customers on the options of interlibrary loan or request for purchase of materials not owned by the library or the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff will give interlibrary loan request to Information Services or complete a request for purchase form for the customer.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist customers with accessing electronic materials such as Overdrive and Hoopla.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers can successfully use electronic materials.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide customers with basic technology instruction including using email and social</li> </ul>	<ul style="list-style-type: none"> <li>• Customer accomplishes desired task.</li> </ul>

networking accounts, using Word documents, printing, downloading and saving documents.	
<ul style="list-style-type: none"> <li>Check out materials to be used in-house such as Together Time Kits.</li> </ul>	<ul style="list-style-type: none"> <li>Materials are accounted for by checking them out on customer's card and checking in after ensuring all parts are returned to service desk.</li> </ul>
<b>Duty / Responsibility</b>	<b>Performance Standards</b>
<b>Program Promotion</b>	
<ul style="list-style-type: none"> <li>Be aware of programs and events taking place throughout the library, but especially in the Children's Department.</li> </ul>	<ul style="list-style-type: none"> <li>On a daily basis, using the library website, blogs and other avenues, discover what programs and events are taking place.</li> </ul>
<ul style="list-style-type: none"> <li>Find opportunities to make customers aware of library programs and services, especially in the Children's Department.</li> </ul>	<ul style="list-style-type: none"> <li>On a frequent basis, while interacting with customers, mention various programs to them as appropriate.</li> </ul>
<ul style="list-style-type: none"> <li>Assist customers in registering for programs</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that participants are properly registered before breaking contact.</li> </ul>
<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Duty / Responsibility</b>	<b>Performance Standards</b>
<b>Maintenance of Children's Floor and Collections</b>	
<ul style="list-style-type: none"> <li>Check, straighten and fill displays in assigned areas each day.</li> </ul>	<ul style="list-style-type: none"> <li>Before shift ends, assigned collection area will meet the expectation.</li> </ul>
<ul style="list-style-type: none"> <li>Provide an appealing atmosphere by keeping general traffic areas and play areas straightened up, picked up, and free of tripping hazards throughout the shift.</li> </ul>	<ul style="list-style-type: none"> <li>Before shift ends, all general areas will meet the expectation.</li> </ul>
<ul style="list-style-type: none"> <li>Report collection area issues such as space limitations or other observations to Department Head.</li> </ul>	<ul style="list-style-type: none"> <li>As noticed, report issues via written note, email, or in person to the Department Head.</li> </ul>
<ul style="list-style-type: none"> <li>Pull damaged items for possible weeding.</li> </ul>	<ul style="list-style-type: none"> <li>Damaged items from any area of the collection will be pulled, as noticed, and placed on designated cart for possible weeding.</li> </ul>
<ul style="list-style-type: none"> <li>When asked, assist with creating displays.</li> </ul>	<ul style="list-style-type: none"> <li>Carry out instructions as communicated by the Department Head or their designee.</li> </ul>
<ul style="list-style-type: none"> <li>Follow cash handling and opening and closing procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Library will be ready to open on time with all equipment running properly and cash drawer in place.</li> <li>Library will be secure during closed hours and appropriate equipment shut down.</li> </ul>
<b>Duty / Responsibility</b>	<b>Performance Standards</b>
<b>Teach Expected Behaviors, Safety and Enforcing Library Policies</b>	
<ul style="list-style-type: none"> <li>Maintain a welcoming and safe atmosphere in the youth area by actively teaching expected behaviors using positive interactions. When necessary, enforce library policies and rules.</li> </ul>	<ul style="list-style-type: none"> <li>Children and families enjoy using the library and also understand expected behavior in the library. Staff members regularly seek opportunities to teach expected behavior.</li> <li>Actions performed were appropriate.</li> <li>Incident reports completed when appropriate.</li> </ul>

<ul style="list-style-type: none"> <li>Assist with public health and safety by assisting with medical emergencies, accidents, or injuries, stopping unsafe behaviors, assisting families with lost children, and following proper procedures for handling blood borne pathogens.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and customers are healthy and not in need of health-related assistance.</li> </ul>
<b>Teacher Collections and Tour Request Forms</b>	
<ul style="list-style-type: none"> <li>Assist with building teacher collections</li> </ul>	<ul style="list-style-type: none"> <li>Use professional judgment to select items that meet teacher collection requests. Check teacher collection email and binder for requests each day. Build collections as time allows.</li> </ul>
<ul style="list-style-type: none"> <li>Receive tour requests and class visit requests</li> </ul>	<ul style="list-style-type: none"> <li>Fill out request form and place one copy in binder at desk and one in basket for Department Head.</li> </ul>
<b>Specialized Duties and Projects</b>	
<ul style="list-style-type: none"> <li>Assist librarians with tasks such as: Weeding, collecting statistics, updating display monitor, checking for damaged DVDs, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Tasks are completed per librarian's instructions.</li> </ul>
<ul style="list-style-type: none"> <li>Assist with a variety of tasks that support everchanging services and programs such as: Research and determine reading level for materials in the Easy Reader collection, maintain preschool subject list.</li> </ul>	<ul style="list-style-type: none"> <li>Carry out instructions as communicated by the Department Head or their designee.</li> </ul>
<b>Professional Development</b>	
<ul style="list-style-type: none"> <li>Participate in continuing education activities such as workshops, webinars, classes and readings that contribute to personal and professional growth.</li> </ul>	<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.</li> </ul>

## KNOWLEDGE, SKILLS AND ABILITIES

Effective customer service skills.

Ability to determine priorities during fluctuating workflow.

Knowledge of library materials organization and general knowledge of children's and teen's literature.

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

Ability to work a preset schedule.

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

## **REQUIRED EDUCATION AND/OR EXPERIENCE**

High School diploma or equivalent. Some college preferred.

## **TOOLS AND EQUIPMENT USED**

Typical office equipment such as: Computers and software, including computer workstation, calculator, photocopier, telephone, and printers. Some knowledge of devices for reading ebooks and listening to downloadable audiobooks.

## **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.

October 2020