

Oshkosh Public Library

Position Description

Position: First Floor Library Service Assistant

Classification: Library Assistant II

Department: First Floor Public Service

Date: March 2022

GENERAL PURPOSE

Assist first floor customers in all aspects of their library experience in a courteous, cheerful, and efficient manner so patrons' current needs are met and to ensure they continue to take advantage of library services.

Supervisor Assistant Director of Public Services

Salary Matrix Level C

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty / Responsibility	Performance Standards
Assist Patrons	
<ul style="list-style-type: none">Be available by library entrance to greet and welcome visitors to the library building in a friendly, professional manner.Say goodbye to patrons as they leave, checking to make sure their goals were met and encouraging them to return.	<ul style="list-style-type: none">Relationships and continued conversations amongst staff and customers will be evident.New patrons become regular patrons.Atmosphere will be pleasant and comfortable.
<ul style="list-style-type: none">Provide customer service that supports the library's values: Literacy, Learning, Access, Equity, Service, Community, & Privacy and Freedom from Censorship.	<ul style="list-style-type: none">Customers will be pleased with the service they receive.Customers needs are met.Customer complaints will be minimal.
<ul style="list-style-type: none">Use the <i>Reference Interview</i> to identify customers' needs and connect them with library services, whether by phone call, chat, or in person.	<ul style="list-style-type: none">Customers will be pleased with the service they receive.Customers needs are met.Customer complaints will be minimal.
<ul style="list-style-type: none">Track statistics as required by the state, OPL library board, and the library director.	<ul style="list-style-type: none">Statistics will be accurate.

<ul style="list-style-type: none"> Direct customers to the location of materials and services available in the library. 	<ul style="list-style-type: none"> Customers will successfully arrive in the desired area of the library (e.g. meeting room).
<ul style="list-style-type: none"> Manage customer accounts, including issue library cards, accept fines, assess damage to library materials and bill patrons, renew library materials, modify and update user information, verify patron identification, place restrictions on cards, settle account conflicts, explain collection agency policies. 	<ul style="list-style-type: none"> Till summary reconciles accurately with cash drawer. Data entry is accurate (such as qualifier and home location on new library cards) Customers are able to use library cards without getting error messages or being blocked.
<ul style="list-style-type: none"> Demonstrate to customers how to use library equipment, such as self-service check-out machines, public internet computers, photocopier/scanner, laminator, and other business center tools. 	<ul style="list-style-type: none"> Customers will be able to successfully use library equipment. Customers will be able to successfully access internet computers.
<ul style="list-style-type: none"> Provide customers with basic technology instruction including open email and social networking accounts, create word documents, send attachments, complete online forms, print documents, download/save documents to portable storage media. 	<ul style="list-style-type: none"> Customer accomplished the desired task.
<ul style="list-style-type: none"> Assist patrons with printing needs, including through public internet stations or through wifi printing. 	<ul style="list-style-type: none"> Patrons will obtain the printed materials they need.
<ul style="list-style-type: none"> Demonstrate to customers how to search the online catalog and place reservations on materials along with the library's other online and electronic resources. 	<ul style="list-style-type: none"> Customers will be able to successfully navigate library's online resources by themselves.
<ul style="list-style-type: none"> Provide <i>Reader's Advisory</i> service to patrons on materials they might enjoy checking out. 	<ul style="list-style-type: none"> Patrons welcome employee suggestions. Patrons check out recommended materials.
<ul style="list-style-type: none"> Sell bus passes, earbuds, flash drives, business center supplies, and book sale items to patrons both for the convenience of the patron as well as to assist partner organizations. 	<ul style="list-style-type: none"> Quantity of items sold will be reported in cash management. Money collected corresponds correctly with number of items sold.

<ul style="list-style-type: none"> • Make and fill curbside appointments. • Take available holds outside to patron vehicles. 	<ul style="list-style-type: none"> • Patrons receive their requested materials in a contactless and timely manner.
<ul style="list-style-type: none"> • Assist at other service desks as needed. • Maintain a substitute level of knowledge and proficiency at service desks other than primary desk. 	<ul style="list-style-type: none"> • Desks are staffed at such a level as patron needs require. • Customers will be pleased with the service they receive.
Maintain first floor and collections	
<ul style="list-style-type: none"> • Receive returned materials and accurately check them in at the desk, in the discharge room, from the book drops, from Evergreen Manor, from deposits, or through transits. 	<ul style="list-style-type: none"> • There will be a minimum of items claimed returned. • Materials will be discharged/routed in and out in timely fashion.
<ul style="list-style-type: none"> • Make new materials available for the public by shelving new library materials, searching in the work room for items that are available but not on the shelves yet, and retrieve materials from the shelves to fill hold requests. 	<ul style="list-style-type: none"> • Customers will not have to regularly ask for help finding materials. • Customers' holds will be on the shelf ready for them. • New materials will be displayed attractively.
<ul style="list-style-type: none"> • Solve materials problems by searching for missing items, searching for items that have been claimed returned, and notifying customers when a library item is returned with a missing part. 	<ul style="list-style-type: none"> • Materials will be complete, without missing parts.
<ul style="list-style-type: none"> • Follow opening and closing procedures regarding lights, computers, self-check machines, elevator, photocopier, bathrooms, and front doors. 	<ul style="list-style-type: none"> • Library will be ready to open on time with all equipment running properly. • Library will be secure during closed hours and the appropriate equipment will be shut down.
<ul style="list-style-type: none"> • Provide an appealing atmosphere by straightening shelves, creating displays, decorating, and keeping the library clean. 	<ul style="list-style-type: none"> • First floor will be neat, clean, and inviting.
Provide a safe environment	
<ul style="list-style-type: none"> • Assist with building security by disabling and enabling alarms, locking and unlocking doors, ensuring that the building is emptied at closing, and investigating security and building alarms. 	<ul style="list-style-type: none"> • There will be a lack of calls from ADT, etc., that alarms were not properly set or security breached. • There will be no patrons left in the building after closing.

<ul style="list-style-type: none"> Assist with keeping entrance free of snow and ice; and bathroom stocked with toilet paper. 	<ul style="list-style-type: none"> Front entrance will be free of ice and snow; bathrooms will have supply of toilet paper.
<ul style="list-style-type: none"> Assist with public health and safety by assisting with medical emergencies, accidents or injuries, assisting lost children, and following proper procedures for handling blood borne pathogens. 	<ul style="list-style-type: none"> Staff and customers are healthy and not in need of health-related assistance.
<ul style="list-style-type: none"> Enforce library policies, procedures and rules using PBIS strategies and expectations rubrics. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of internet or library equipment. Contact police when necessary. 	<ul style="list-style-type: none"> Incident report was completed when appropriate. Action performed was appropriate to incident.
<ul style="list-style-type: none"> Follow all cleaning and personal health protocols put in place, including but not limited to maintaining physical distancing, wearing a face mask, and disinfecting public and staff areas. 	<ul style="list-style-type: none"> Employees feel safe at work. Customers feel safe at the library. Public and staff are not known to contract Covid-19 or other illnesses while at the library.
Maintain positive relationships	
<ul style="list-style-type: none"> Practice the 9 civility skills: pay attention, listen, be inclusive, don't gossip, show respect, be agreeable, apologize, give constructive criticism, and take responsibility. 	<ul style="list-style-type: none"> Coworkers enjoy working with each other. Patrons enjoy interacting with staff. There will be a lack of complaints.
<ul style="list-style-type: none"> Support and promote services and programs of other libraries within the Winnefox system. 	<ul style="list-style-type: none"> Customers attend programs.
<ul style="list-style-type: none"> Support and promote community programs and services (downtown events, farmer's market, Lakefly writers conference, etc.) 	<ul style="list-style-type: none"> Bulletin board is neat and up-to-date. Handouts are accessible, neat, and up-to-date. Log staff participation in library events.
<ul style="list-style-type: none"> Accept donations of used books and other materials to the library. 	<ul style="list-style-type: none"> Donation slips will be filled out. Book sale cart remains filled
<ul style="list-style-type: none"> Perform other duties as assigned. 	<ul style="list-style-type: none"> Duties are completed as assigned.

Support library strategic plan goals	
<ul style="list-style-type: none"> • Recognize how job description and actions at work support the current strategic plan. • Participate in strategic plan projects as assigned. 	<ul style="list-style-type: none"> • Staff know the strategic plan goals. • Strategic plan goals are met.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where customers are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Knowledge of assistive equipment, devices and technology for disabled persons.
- Ability to learn new technologies.

REQUIRED EDUCATION AND/OR EXPERIENCE

High school diploma or equivalent required; some college preferred.

TOOLS AND EQUIPMENT USED

Personal computers, printers, photocopy machines, telephone, fax machines and other related office equipment.

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.

While performing the duties of this job, the employee is frequently required to stand for up to 8 hours; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job 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 job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as salting icy front sidewalk and shoveling snow.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and background check; 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.

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

March 2022