

## The Wagnalls Memorial

### Job Description for the Children's Library Associate

**Job Title:** Children's Library Associate  
**Department:** Library  
**Supervisor:** Children's Services Coordinator  
**Status:** Level II, Regular, Part-time

The Children's Library Associate is key to the success of the Wagnalls Memorial. The Children's Library Associate provides excellent patron service, building relationships with the community, and is responsible for supporting Foundation and Library staff in fulfilling the primary mission of the Wagnalls Memorial as an educational, cultural and community center for Lithopolis, Bloom Township, and surrounding areas. This position reports directly to the Children's Services Coordinator. In particular, the duties of the Children's Library Associate will include but not be limited to:

#### Patron Services:

- Provide excellent customer service in the Children's Library to locate materials and provide information on programs and events.
- Assist with children's programs under the direction of Children's Library Coordinator
- Check library materials in and out.
- Evaluate incoming materials to ensure that they are complete and in good condition.
- Pull daily holds for shipping.
- Process incoming holds and materials returning from other libraries.
- Renew and request items for patrons.
- Instruct patrons in using our catalog, website, e-material services, and online resources.
- Provide readers' advisory and reference services.
- Answer the phone, responding to the questions in a helpful and accurate manner.
- Shelve daily and read shelves as assigned or needed.
- Maintain records and record statistics when assigned.
- Create and maintain displays as assigned.
- Perform opening and closing routines for Children's Library.
- Assist Children's Library volunteers with solutions to questions or problems.
- Keep both public and staff spaces tidy and free from clutter.
- Maintain and organize Creative Play Space, Mabel's Makery, and LEGO Lab daily
- Provide support and participate in library and other Wagnalls Memorial events and programming as needed.
- Compiles monthly stats for library report.
- Holds any sensitive information received from the Board or staff which concerns the personal, personnel, financial, or other affairs of Wagnalls or its patrons in full confidence and will not be revealed to any other persons, firms, or organizations.
- Perform other duties as assigned.

**Qualifications:**

To perform this job successfully, the Children's Library Associate should demonstrate competence in the areas listed below. In particular, the knowledge, skill, ability, and attributes of the Children's Library Associate should include but not be limited to:

- Working knowledge of Windows and Microsoft Office.
- Internet search skills.
- Ability to work independently as well as in groups.
- Effective and efficient customer service skills.
- Attention to detail.
- A professional appearance.
- Strong skills in the use of electronic resources and library technology.
- Good written and oral communication skills.
- Flexibility and ability to exercise sound judgment.
- Ability to maintain a polite and respectful attitude toward patrons and coworkers.
- Familiarity with Children's literature and related resources for children and preteens.
- Experience working with children and preteens in a professional capacity.
- Effective time management skills for use in program planning/implementation.
- Flexibility in work schedule to fill in when there is a need.

**Physical Demands**

***The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards but are illustrated to help the employee and/or applicant identify where reasonable accommodations may need to be considered.***

- to stand or sit for long periods of time,
- to walk some distance,
- to climb stairs and ladders,
- to carry up to 20 pounds,
- to handle repetitive hand usage,
- to tolerate significant periods of screen time,
- to hear to use telephone and to participate in conversations

**Other Requirements:**

- Satisfactorily pass a background check