

The Wagnalls Memorial

Job Description for the Library Associate

Job Title: Library Associate
Department: Library
Supervisor: Patron Services Manager, Children's Services Manager
Status: Level III, Regular, Part-time

The Library Associate is key to the success of the Wagnalls Memorial. The 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 Patron Services Manager and at times the Children's Services Manager. In particular, the duties of the Library Associate will include but not be limited to:

Patron Services Duties:

- Provide excellent customer service at any location in the library to locate materials, and provide information on meetings, programs, and events.
- Check library materials in and out.
- Evaluate incoming materials to ensure that they are complete and in good condition.
- Pull daily holds for shipping. Handle inter-library loan requests.
- Process incoming holds and materials returning from other libraries.
- Collect fees and fines.
- Issue library cards.
- 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.
- Assist with the computer lab, printing station, copy machine, and fax machine.
- Create and maintain displays as assigned.
- Perform opening and closing routines for patron services.
- Supervise volunteers and assist them with questions or problems.
- Keep both public and staff spaces tidy and free from clutter.
- Provide basic information for other Wagnalls operations and assist patrons with things such as room reservations payments, theater ticket sales, making a donation, and the like.
- Provide support and participate in library and other Wagnalls Memorial events and programming as needed.
- 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 Library Associate should demonstrate competence in the areas listed below. In particular, the knowledge, skill, ability, and attributes of the 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.

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