



WAUPACA AREA PUBLIC LIBRARY

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WAUPACA AREA PUBLIC LIBRARY

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WAUPACA AREA PUBLIC LIBRARY
LIBRARY BOARD OF TRUSTEES
PERSONNEL COMMITTEE MEETING AGENDA
WEDNESDAY, NOVEMBER 1st, 2023, 4:30 PM
WAUPACA LIBRARY CONFERENCE ROOM C

Mission Statement: "...committed to offering opportunities for connections innovation, and engaged learning."

1. ROLL CALL :

COMMITTEE MEMBERS: Julie Eiden, Sarah Hanneman, Cory Nagel, Holly Olsen, Melanie Peterson and John Turner.

2. APPROVAL OF AGENDA

OPEN MEETING LAW STATEMENT: This meeting and all other meetings of the Waupaca Area Public Library Board are open to the public. Proper notice has been posted and given to the media, in accordance with Wisconsin State Statutes so that the citizens may be aware of the time, place, and agenda of this meeting.

3. Interim Pay for Youth Services Staff

Discussion of pay for staff members covering responsibilities of Head of Youth Services during vacancy.

4. Job Descriptions and Starting Salaries

A proposal for readjusting salaries and simplifying job descriptions.

5. Job Evaluation for Library Director

The Personnel Committee may convene into closed session under exemption 19.85 (1) (c) (considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility).

6. Adjournment

PLEASE CALL ERIC BAILEY (715-258-4414) BY 1:00 PM ON MEETING DATE IF YOU ARE UNABLE TO ATTEND.

PLEASE ADVISE THE CITY CLERK'S OFFICE IF YOU REQUIRE SPECIAL ACCOMMODATIONS. THE CITY OF WAUPACA PROVIDES EQUAL OPPORTUNITIES FOR PUBLIC MEETINGS

New Business

Interim Pay for Youth Services Staff

Two current YS staff members will be taking on added responsibilities during the interim. Interim pay is proposed in keeping with the City's new policy.

RECOMMENDATION: That the interim pay be discussed and recommended to the full board for approval if deemed appropriate.

Job Descriptions and Salary Scale

New job descriptions for the Interlibrary Loan Librarian, Library Assistant and Library Associate are provided. Library Assistant's would be expected to work less than 20 hours a week part time, with an expectation of being trained to work all stations at the Main Desk with other responsibilities assigned as needed. Library Associates work 20-30 hours per week and have additional supervisory and project responsibilities. The Interlibrary Loan Librarian works 20-30 hours per week and has added collection management and project responsibilities versus a Library Associate.

RECOMMENDATION: If the proposed changes to pay and job description are deemed acceptable, that they be recommended to the full board for approval if deemed appropriate.

Director's Evaluation

With the end of the year fast approaching, we need to get started on the Director's evaluation. For my previous evaluation, the Personnel Committee conducted a 360 survey of supervisors at the Library, Trustees and City Department Heads regarding my performance. This was then used to prepare an evaluation by the Personnel Committee. I would welcome the feedback from such a process. Having done this for my 6 month assessment I can also see why it might be considered overkill.

RECOMMENDATION: Annual assessment should be scheduled.

Respectfully submitted,

Eric Scott Bailey

CITY OF WAUPACA

INTERIM COMPENSATION POLICY FOR SUPERVISORY POSITIONS

For the purpose of this policy, vacancies may be the result of retirements, resignations, long term medical leave, or other reasons that may cause a position to be vacant for more than one calendar month. The City of Waupaca recognizes the efforts of those staff members who perform extra job duties for positions that become vacant. This policy aims to create a consistent standard in how the City recognizes those efforts for vacancies within supervisory positions, including department heads.

When there is a vacancy within a supervisory position, and that vacancy is expected to last longer than one calendar month, the Department Head (or Mayor if it is a Department Head position) within that department will be responsible for assigning interim responsibilities to another staff member for the vacant position. If the position assigned interim responsibilities is a lower-ranking position than the vacant position, they will be eligible for additional hourly pay for the time period in which they hold the interim title. Any lower-ranking staff member serving in an interim capacity for a non-department head supervisor position will be paid an additional \$2.00 per hour during their interim period. Any lower-ranking staff member serving in an interim capacity for a department head supervisor position will be paid an additional \$3.00 per hour during their interim period. If the individual performing interim duties is eventually hired into that position, all time spent in their interim role will be counted towards their probationary period.

The process for officially assigning interim duties shall require the Department Head to get City Council approval. Compensation tied to interim duties will be effective immediately after City Council approval. Department Heads shall follow criteria listed under A,B,C and D within Section 7 (Promotion) of the Employee Handbook when determining who to assign interim responsibilities to.

The City recognizes that cases may arise in which this policy does not best fit the situation. For those situations, the City Council reserves the right to approve interim compensation with different terms than what is outlined within this policy.

Recommendations Regarding Interim Pay

Date: November 1, 2023

POLICY: In 2022 the City of Waupaca approved an Interim Compensation Policy. This was approved with the intention of standardizing practice. The policy provides for additional pay for staff members stepping into an interim management role. The recommendation on compensation has two tiers, with one number for staff filling in for a 'Department Head' and the other for supervisory but non-Department Head roles.

In reviewing with Aaron Jensen, he confirmed that 'Department Head' within City policy refers to the leader of a City department and that the positions of Sue Abrahamson and Patsy Servey would qualify as non-department head supervisory positions.

The policy included in your packet provides that a "staff member serving in an interim capacity for a non-department head supervisor position will be paid an additional \$2.00 per hour during their interim period." Interim pay requires Board approval.

POSITIONS:

1. Head of Adult Services

- a. The Library lacks an assistant to the Head of Adult Services or a clear candidate among FT staff to step into that position. The nature of certain of the responsibilities of the position mean that most can be held for the new candidate. The most critical, IT management, has already been handed off to a PT staff member.
- b. **RECOMMENDATION: That the Library Director fill in as Head of Adult Services. No additional compensation is necessary, nor is any provided for or recommended by the policy.**

2. Head of Youth Services

- a. The Library has an Assistant Head of Youth Services and the payout for the position is much bigger. With this position vacant for a longer stretch of time, including over the busy summer months, interim individuals are needed.
- b. **RECOMMENDATION: There is a lot that needs covering here, even with assistance from staff outside the department. Jan Rademacher and Paula Reedy will be stepping in to cover in the interim. I recommend both receive the additional \$2/hour worked, to be paid for hours worked after the official end date of the current Head of Youth Services (HOYS) until 2 weeks (14 days) after the start date of the new HOYS. This has been factored into budget calculations for 2024.**

Respectfully submitted,

Eric Scott Bailey

Proposal for Standardization of Salary Scale for Part-Time Staff Members

DATE: 11/1/2023

SUMMARY: The intent of the plan proposed is to standardize job descriptions and the associated salary scale, while also putting the Library on course to continue raising salaries to a more competitive level. Current pay and job descriptions reflect divisions of tasks and responsibilities that no longer exist as part of the regular workflow.

CURRENT PART TIME EMPLOYMENT CATEGORIES AND STARTING SALARIES

- Circulation Assistant – Part Time less than 30 hours/week
 - \$10/hour
- Information Assistant – Part Time less than 30 hours/week
 - \$12/hour
- Interlibrary Loan Librarian – Part Time less than 30 hours/week
 - \$12/hour (uncertain)
- Library Assistant – Part Time less than 30 hours/week
 - \$10/hour
- Page – Part Time less than 30 hours/week
 - \$8/hour
- Technical Assistant – Part Time less than 20 hours/week
 - \$15/hour
- Teen Assistant – Part Time less than 30 hours/week
 - \$10/hour
- Teen Intern – Part Time less than 30 hours/week
 - \$12/hour

PROPOSED PART TIME EMPLOYMENT CATEGORIES AND STARTING SALARIES

- Interlibrary Loan Librarian – Part Time less than 30 hours/week
 - \$16/hour
- Library Assistant – Part Time less than 20 hours/week
 - \$12/hour
- Library Associate – Part Time less than 30 hours/week and more than 20 hours/week
 - \$14/hour

PROPOSAL FOR TRANSITION

- New job categories and salaries to go into effect as of January 1, 2024.
- Each staff member to receive an additional \$.10 for each full year they have been in their current position on staff.
- Any staff member for whom the COLA increase to their current salary would be higher than the new salary scale number will receive the COLA increase number instead.
- Staff members will receive the higher of either the salary scale adjustment or the COLA increase. They will not receive both.

Respectfully submitted,

Eric Scott Bailey

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Circulation Library Assistant
Department/Location:	Public Library
Reports To:	May report to Assistant Library Director or Library Director <u>A Department Head or the Library Director</u>
Employees Supervised:	None. May train or instruct new employees
Interrelationships:	This employee has frequent contact with library patrons and staff.

Position Summary:

The ~~Circulation Library~~ Assistant is responsible for ~~the orderly operation of the circulation desk~~
prompt and friendly service at Library service points, operating the automated circulation system and general clerical functions in the library. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling less than ~~30-20~~ per week.

Position Duties:

The functions listed below are ~~all indicative of the types of responsibilities that a Circulation Assistant must be able to perform. However, an individual employee may be assigned tasks within those described below, depending on the employee's location and work schedule.~~
not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent.
- Experience: prefer previous library experience, exposure to automated circulation systems or high volume customer service responsibilities. Computer skills and ability to use software and systems is required.

Duties:

- Checks materials in and out.
- Answers phone, and directs calls and calls patrons regarding holds and problem items with proper etiquette.
- Registers patrons according to library procedure and maintains and updates record according to procedure.
- Describes library services to patrons.
- Maintains and updates patron records.
- Sorts mail.
- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and Internet visitor passes.
- Has ability to issue SAM visitor passes.
- Has ability to use and assist others with library catalog.
- Has ability to assist patrons with copier.
- Assists with opening and closing departments.
- Attends meetings, reads blogs, and actively participates.
- Calls patrons concerning holds and problem items.
- Shelves and shelf-reads library materials according to library practices.
- Shelf-reads the collection for proper arrangement of materials.
- Alerts supervisor to problem shelving areas.
- Maintains knowledge and skills for completing library services and procedures.
- Maintains display items properly.
- Assists with closing procedures.
- Collects materials from book drops.
- Fills in at Circulation desk as needed.
- Attends meetings, reads blogs, and actively participates.
- Assists in training new paging staff as requested.
- Assists in developing and presenting programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Actual workflow for all Library Assistants will include other responsibilities as assigned.

Job ~~Functions~~Expectations:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer-patron their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Page Duties

- ~~• Shelves library materials according to library practices.~~
- ~~• Shelf reads the collection for proper arrangement of materials.~~
- ~~• Alerts supervisor to problem shelving areas.~~
- ~~• Maintains knowledge and skills for completing library services and procedures.~~
- ~~• Maintains display items properly.~~
- ~~• Assists with closing procedures.~~
- ~~• Collects materials from book drops.~~
- ~~• Fills in at Circulation desk as needed.~~
- ~~• Attends meetings, reads blogs, and actively participates.~~
- ~~• Assists in training new paging staff as requested.~~

Circulation Assistant Duties

- ~~• Checks materials in and out.~~
- ~~• Answers phone and directs calls with proper etiquette.~~
- ~~• Registers patrons according to library procedure.~~
- ~~• Describes library services to patrons.~~
- ~~• Maintains and updates patron records.~~
- ~~• Sorts mail.~~
- ~~• Has ability to issue SAM visitor passes.~~
- ~~• Has ability to use and assist others with library catalog.~~
- ~~• Has ability to assist patrons with copier.~~

- ~~• Assists with opening and closing departments.~~
- ~~• Attends meetings, reads blogs, and actively participates.~~
- ~~• Calls patrons concerning holds and problem items.~~

Personal Attributes Required:

- Must gain and maintain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must gain and maintain detailed knowledge of circulation system, security system and related procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelf materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation

system, office and audio/visual equipment.

7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 28, 1999

Was previously titled Substitute and/ or Assistant 1

Revision date & Approved by library Board: December 10, 2013

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Library Assistant
Department/Location:	Public Library
Reports To:	A Department Head or the Library Director
Employees Supervised:	None.
Interrelationships:	This employee has frequent contact with library patrons and staff.

Position Summary:

The Library Assistant is responsible for prompt and friendly service at Library service points, operating the automated circulation system and general clerical functions in the library. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling less than 20 per week.

Position Duties:

The functions listed below are not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent.
- Experience: prefer previous library experience, exposure to automated circulation systems or high volume customer service responsibilities. Computer skills and ability to use software and systems is required.

Duties:

- Checks materials in and out.
- Answers phone, directs calls and calls patrons regarding holds and problem items with proper etiquette.
- Registers patrons, and maintains and updates records according to procedure.
- Describes library services to patrons.

- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and Internet visitor passes.
- Assists with opening and closing departments.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Collects materials from book drops.
- Assists in developing and presenting programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Actual workflow for all Library Assistants will include other responsibilities as assigned.

Job Expectations:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives patron their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Personal Attributes Required:

- Must gain and maintain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must gain and maintain detailed knowledge of circulation system, security system and related procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.

- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelf materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

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Originated May 28, 1999

Was previously titled Substitute and/ or Assistant 1

Revision date & Approved by library Board: December 10, 2013

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title: ~~Information Assistant~~Library Associate
Department/Location: Public Library
Reports To: ~~Reports to Assistant Library Director or Youth Librarian or Library Director~~A Department Head or the Library Director
Employees Supervised: ~~Volunteers and library employees when working as supervisor.~~None, but will occasionally be responsible for supervising library operations.
Interrelationships: This employee ~~may have frequent contact with library patrons, volunteers and staff as well as newspapers, business owners, city hall staff.~~has frequent contact with library patrons and staff.

Position Summary:

The ~~Information Assistant~~Library Associate is responsible for the orderly operation of the circulation desk, operating the automated circulation system and general support functions in the library. In addition, the ~~Information Assistant~~Library Associate has added responsibilities in ~~providing Information Services and special projects~~creating programming, assisting with the launch of new services and acting as the person in charge of the Library on occasion. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling more than 20 and less than 30 per week.

Position Duties:

The functions listed below are ~~all indicative of the types of responsibilities that an Information Assistant must be able to perform. However, an individual employee may be assigned tasks within those described below, depending on the employee's location and work schedule.~~not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent. Prefer education beyond high school or significant related work experience.

- Experience: prefer 2-4 years of previous library or clerical experience. Computer skills and ability to use software and systems is required.

Job Functions:

Duties:

- Checks materials in and out.
- Answers phone, directs calls and calls patrons regarding holds and problem items with proper etiquette.
- Registers patrons according and maintains and updates record according to procedure.
- Describes library services to patrons.
- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and Internet visitor passes.
- Assists with opening and closing departments. Supervises opening and closing if needed.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Collects materials from book drops.
- Develops and presents programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Is responsible for library when administrative staff is unavailable.
- Assists with library volunteers, collection management, public relations, marketing, and staff training as needed.
- Actual workflow for all Library Associates will include other responsibilities as assigned.

Job Expectations:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.

- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Page Duties

- ~~Shelves library materials according to library practices.~~
- ~~Shelf reads the collection for proper arrangement of materials.~~
- ~~Alerts supervisor to problem shelving areas.~~
- ~~Maintains knowledge and skills for completing library services and procedures.~~
- ~~Maintains display items properly.~~
- ~~Assists with closing procedures.~~
- ~~Collects materials from book drops.~~
- ~~Fills in at Circulation desk as needed.~~
- ~~Attends meetings, reads blogs, and actively participates.~~
- ~~Assists in training new paging staff as requested.~~

Circulation Assistant Duties

- ~~Checks materials in and out.~~
- ~~Answers phone and directs calls with proper etiquette.~~
- ~~Registers patrons according to library procedure.~~
- ~~Describes library services to patrons.~~
- ~~Maintains and updates patron records.~~
- ~~Sorts mail.~~
- ~~Has ability to issue SAM visitor passes.~~
- ~~Has ability to use and assist others with library catalog.~~
- ~~Has ability to assist patrons with copier.~~

- ~~Assists with opening and closing departments.~~
- ~~Attends meetings, reads blogs, and actively participates.~~
- ~~Calls patrons concerning holds and problem items.~~

Library Assistant Duties

- ~~Maintains tub deliveries to system libraries.~~
- ~~Honor Materials.~~
- ~~Processes library materials.~~
- ~~Sets up and maintains displays.~~
- ~~Assists with programs.~~
- ~~Sorts and consolidates old newspapers.~~
- ~~Prepares incoming magazines for processing.~~
- ~~Repairs print materials.~~
- ~~Supervises volunteers.~~
- ~~Maintains Direct Delivery service to nursing homes.~~
- ~~Maintains online meeting room calendar and prints weekly room schedule.~~
- ~~Sorts donations.~~
- ~~Provides information services with supervision.~~
- ~~Assists other departments and supervisors as requested.~~

Information Assistant Duties

- ~~Monitors Internet users and SAM software.~~
- ~~In charge of opening and closing the library.~~
- ~~Has a working knowledge of Acquisitions module in Sierra.~~
- ~~Assists with Tax forms.~~
- ~~Reserves AV equipment and meeting rooms.~~
- ~~Has ability to count tills and file necessary reports.~~
- ~~Assists with training staff as needed.~~
- ~~Able to run needed reports with circulation software.~~
- ~~Assists with billing of patrons and sending money to appropriate recipient.~~
- ~~Records newspapers in database.~~
- ~~Repairs AV materials as necessary.~~
- ~~Assists and supervises library volunteers.~~
- ~~Assists with training of new staff.~~
- ~~Is responsible for library when administrative staff is unavailable.~~
- ~~Assists and trains patrons in use of microfilm, computers, wireless network, and scanner.~~
- ~~Assists with collection development and maintenance.~~
- ~~Assists with public relations and marketing as requested.~~

Information Assistant Library Associate

- ~~Helps maintain Meeting room reservations.~~
- ~~Balances petty cash.~~
- ~~Manages magazine collection.~~
- ~~Prints overdue and billed item reports.~~
- ~~Sends payments for billed items to owning libraries.~~

Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must have a detailed knowledge of circulation system, material repair, security system and ordering procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelf materials.

6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 28, 1999

Revised on 6/8/2000

Was previously titled Assistant 3

Revision date & Approved by library Board: December 10, 2013

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Library Associate
Department/Location:	Public Library
Reports To:	A Department Head or the Library Director
Employees Supervised:	None, but will occasionally be responsible for supervising library operations.
Interrelationships:	This employee has frequent contact with library patrons and staff.

Position Summary:

The Library Associate is responsible for the orderly operation of the circulation desk, operating the automated circulation system and general support functions in the library. In addition, the Library Associate has added responsibilities in creating programming, assisting with the launch of new services and acting as the person in charge of the Library on occasion. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling more than 20 and less than 30 per week.

Position Duties:

The functions listed below are not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent. Prefer education beyond high school or significant related work experience.
- Experience: prefer 2-4 years of previous library or clerical experience. Computer skills and ability to use software and systems is required.

Duties:

- Checks materials in and out.
- Answers phone, directs calls and calls patrons regarding holds and problem items with proper etiquette.

- Registers patrons according and maintains and updates record according to procedure.
- Describes library services to patrons.
- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and SAM visitor passes.
- Assists with opening and closing departments. Supervises opening and closing if needed.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Collects materials from book drops.
- Develops and presents programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Is responsible for library when administrative staff is unavailable.
- Assists with library volunteers, collection management, public relations, marketing, and staff training as needed.
- Actual workflow for all Library Associates will include other responsibilities as assigned.

Job Expectations:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must have a detailed knowledge of circulation system, material repair, security system and ordering procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.

6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 28, 1999

Revised on 6/8/2000

Was previously titled Assistant 3

Revision date & Approved by library Board: December 10, 2013

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title: ~~Library Associate~~Interlibrary Loan Librarian
Department/Location: Public Library
Reports To: A Department Head or the Library Director
Employees Supervised: None, but will occasionally be responsible for supervising library operations.
Interrelationships: This employee has frequent contact with library patrons and staff.

Position Summary:

The ~~Library Associate~~Interlibrary Loan Librarian is responsible for the orderly operation of the circulation desk, operating the automated circulation system and general support functions in the library. In addition, the ~~Library Associate~~Interlibrary Loan Librarian has added responsibilities in creating programming, assisting with the launch of new services, ~~and~~ acting as the person in charge of the Library on occasion and is responsible for all interloan items. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling more than 20 and less than 30 per week.

Position Duties:

The functions listed below are not an exhaustive list of responsibilities.

Qualifications:

- Education: high school diploma or equivalent. Prefer education beyond high school or significant related work experience.
- Experience: prefer 2-4 years of previous library or clerical experience. Computer skills and ability to use software and systems is required.

Duties:

- Checks materials in and out.
- Answers phone, directs calls and calls patrons regarding holds and problem items with

~~Library Associate~~Interlibrary Loan Librarian

proper etiquette.

- Registers patrons according and maintains and updates record according to procedure.
- Describes library services to patrons.
- Assists patrons with technology including copier, eReaders, basic computer programs, library catalog and SAM visitor passes.
- Assists with opening and closing departments. Supervises opening and closing if needed.
- Attends meetings, reads blog and actively participates.
- Shelves and shelf-reads library materials according to library practices.
- Maintains knowledge and skills for completing library services and procedures.
- Collects materials from book drops.
- Develops and presents programs and new services.
- Performs routine book maintenance and processing.
- Provides reference services and reader's advisory.
- Is responsible for library when administrative staff is unavailable.
- Assists with library volunteers, collection management, public relations, marketing, and staff training as needed.
- Maintains records of ILL transactions and communicates with lending libraries.
- Maintains knowledge and skills in library systems, WISCAT and OCLC functions.
- Sends bills for long overdue items to patrons and liaises with police as necessary.
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- Actual workflow for all ~~Library Associates~~ Interlibrary Loan Librarian will include other responsibilities as assigned.

Job Expectations:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
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Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
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Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
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- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

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