



# 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, MAY 21<sup>st</sup>, 2025, 3:45 PM  
**CITY OF WAUPACA COUNCIL CHAMBERS**

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

1. ROLL CALL :

COMMITTEE MEMBERS: Julie Eiden, Sarah Hanneman, Cory Nagel, Melanie Peterson and Mary Zimmermann

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. Discussion of Hiring for Youth Services Responsibilities

- a. **ACTION ITEM:** Approval of draft Library Associate – Youth Services job description.

4. 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

Youth Services Staffing  
Part-Time Staffing Option  
Date: 5/21/2025

SUMMARY: The Waupaca Area Public Library has long had an award winning Youth Services (YS) Department and the goal is to continue this tradition. However, the ability of the Library to support the current number of full time staff both now and over the coming years needs to be taken into consideration. This document summarizes current staffing and an option for replacing a current full time position in YS with 2 part time positions.

CURRENT STAFFING:

- Youth Services is staffed by 3 full time (FT) staff members, with regular support from staff from other departments.
- The YS department has had a broader staff in the past, having at least one part time staff member as recently as 2022.
- Over time, due to cost considerations part time staffing in YS has been phased out.
- Current YS staff have picked up the tasks that had previously been performed by PT staff members.
- These include but are not limited to desk hours, shelving, processing new materials and pick list.

PROPOSED ALTERNATE STAFFING:

- The proposed alternative to hiring a direct FT replacement is to hire two (2) part time staff members to work in Youth Services.
  - Position 1:
    - Youth Services Desk
    - Technical Assistant:
      - Processing and cataloging new materials.
      - Reports and weeding projects.
    - Shelving.
    - Assisting with programs and services.
  - Position 2:
    - Youth Services Desk
    - Program Assistant:
      - Helping to run some regular programs.
      - Supporting full time staff as they develop services and programs.
    - Shelving.
    - Assisting with technical work as needed.
- Benefits to this proposal include:
  - A broader number of individuals in Youth Services, which helps with coverage for sick and vacation leave.
  - Two part time staff members should allow for more staff hours overall worked in the department.
  - The initial cost comparison shows that two (2) part time staff would be about \$27K cheaper than a FT replacement, and would provide much easier budgeting in future years.

- This would shift clerical tasks like shelving away from full time staff and should provide more time for work on program and service development.
- This would reflect a more typical staffing arrangement for a Library department. It would be more similar to how other Library's staff their departments and to how we staff other departments.
- We have not posted a part time position for Youth Services since approximately 2017-2018. We may be able to attract more and different applicants than we have for other recent postings.
- Challenges with this proposal include:
  - The current hiring environment has been challenging, and FT positions tend to be more attractive than PT.
  - Workflow in the department would need to change with the staffing changes. For instance, our current FT staff members take turns covering regular programming on a three (3) week rotation. That would be less feasible with fewer FT staff.
  - Turnover tends to be more regular in PT positions.

RECOMMENDATION: There are a lot of reasons to recommend part time staff as the best option, but there are also a few points against.

Respectfully submitted,

Eric Scott Bailey

## WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

### JOB DESCRIPTION

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

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#### Position Summary:

The Library Associate – Youth Services is responsible for the orderly operation of the ~~circulation-~~ youth services desk, operating the automated circulation system and general support functions in the ~~library~~ youth services department. In addition, the Library Associate has added responsibilities in processing newly arrived materials, shelving returned items, creating programming, and 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.

Library Associate – Youth Services

- Supports acquisition of new library materials and processes new materials.
- 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 youth services~~ 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~~

~~Revision date & Approved by Library Board: November 15, 2023~~

Originated May 21, 2025