

Access Services: Associate

Reports to: Access Services Manager

Status: Non-exempt

Typical Responsibilities of Position

Under general supervision, performs advanced clerical work or technical services work, serving library patrons directly or indirectly. May have decision-making responsibilities and direct the work of others.

Duties/Examples of Work

1. Assists users at the circulation desk, self-checkout, and Quick Pickup, such as checking materials in and out, registering patrons, collecting fines, and answering account questions.
2. Arranges returned materials on book trucks, and reshelves them in proper order.
3. Performs limited acquisitions procedures, such as checking in material and claiming periodicals.
4. Shelf reads and straightens materials on shelves.
5. Pulls materials for shared loans and interlibrary loan requests.
6. Performs keyboarding and filing.
7. Performs light housekeeping.
8. Performs other duties as assigned.

Knowledge and Abilities

1. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, colleagues, and supervisors.
2. Ability to effectively present information and respond to questions from patrons.
3. Ability to understand and follow instructions verbally and in writing.
4. Ability to maintain confidentiality of library patron information.
5. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
6. Ability to maintain a regular work schedule.
7. Ability to perform moderately heavy physical work.
8. Ability to use library hardware and software; including ability to use library databases and other technological resources.
9. Ability to understand and apply library procedures.
10. Ability to travel to activities outside the library.
11. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
12. Demonstration of good character as determined through a background investigation.
13. Working knowledge of English language grammar and spelling.

Physical Demands of Position

1. Working in confined spaces.
2. Sitting, standing, walking, climbing (with short step stool), bending, twisting, stooping, kneeling, and crouching.
3. Picking up and shelving books and other library materials.
4. Lifting and carrying 50 pounds or less.
5. Pushing and pulling objects weighing 300 to 400 pounds on wheels.
6. Far vision at 20 feet or further; near vision at 20 inches or less, with or without correction.
7. Speaking and hearing on the telephone.
8. Keyboarding, writing, filing, sorting, shelving, and processing.

Mental Requirements of Position

1. Analytical skills: identify issues and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, and training.
3. Communication skills: effectively communicate ideas and information in both writing and speaking.
4. Mathematical ability: calculate basic arithmetic (addition, subtraction, multiplication, and division) with or without the aid of a calculator.
5. Reading ability: effectively read and understand information contained memoranda, reports, and bulletins.
6. Time management: set priorities in order to meet assigned deadlines.

Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours.
2. Inside work environment with a minimum of outside work.

Equipment Used

1. Book trucks for transporting materials to proper areas for reshelving.
2. Bins for retrieving materials from outside book drops.
3. Computer workstation, cash register, copier/printer, telephone, media equipment.

Education and Experience

1. Bachelor's degree, or significant library, or customer service experience.
2. Library experience in organization of materials preferred.

Frank L. Weyenberg Library of Mequon-Thiensville is an Equal Opportunity Employer.