

**Mukwonago Community Library Job Description
Public Service Associate**

POSITION:

- a. **Job Title:** Public Service Associate
- b. **Under Direct Supervision of:** Associate Director of Circulation and Customer Experience
- c. **Supervises:** N/A
- d. **Schedule:** Part-time including morning, afternoon, evening and weekend hours.
Schedule is subject to change from week to week and the candidate must have maximum flexibility to be able to fill in for absences.
- e. **Benefits:** N/A
- f. **FLSA Status:** Non-exempt

GENERAL POSITION SUMMARY:

Working under the direct supervision of the Associate Director of Circulation and Customer Experience, this position provides customer service at the Circulation Desk as well as performs core circulation duties. Performs entry-level library work such as checking in and out items; sorting materials; inspecting materials for damage and conducting basic repairs; assisting with new materials processing; and assisting with inter-library loan (ILL).

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

Circulation & Services

- Under the supervision of the Associate Director of Collections and programs, fulfills the needs of the Customer Service department. Performs duties as needed and as assigned in circulation, materials processing, and marketing.
- Under the supervision of the Circulation Specialist, performs services at the Circulation Desk including, but not limited to, checking out items in accordance with procedures; assisting Library users with basic questions; creating new library cards; explaining and upholding policies; pulling items from the picklist; and answering the phone.
- Under the supervision of the Circulation Specialist, calculates fines, collects Library charges from Library users, and uses a cash register to enter payments.
- Under the supervision of the Circulation Specialist, performs services in the Circulation Workroom including, but not limited to, checking items for damage; checking in items in accordance with procedures; sorting and organizing items; checking items out to the smartlockers; and shelving.
- Under the supervision of the Circulation Specialist, performs inter-library loan duties such as preparing items for delivery, checking in items from libraries outside the library system, and utilizing the ILL software.
- Under the Supervision of the Marketing & Outreach Specialist, performs basic duties in relation to marketing and outreach including, but not limited to, picking and preparing items for an outreach delivery; organizing, folding, or otherwise preparing marketing materials; and assisting with basic marketing creation, publication, and distribution.

- Attends staff meetings and library system meetings as appropriate.
- Performs library opening and closing procedures as required.
- Performs other job-related duties as assigned. Tasks may extend to other departments within the library.

Collection Processing & Maintenance

- Under the supervision of the Materials Specialist, assists in processing new materials including, but not limited to, unboxing and verifying shipments; applying labels; and covering books.
- Under the supervision of the Materials Specialist, assists in repairing worn, damaged, or broken items.
- Under the supervision of the Materials Specialist, assists in circulating the Thingery and specialty items including, but not limited to, assessing returned items for all parts; conducting basic troubleshooting; and cleaning items in preparation for placing them back into circulation.
- Identifies cataloging errors and refers materials to Collection Developers.

EXPERIENCE ACQUIRED FOR POTENTIAL ADVANCEMENT:

- Circulation experience
- Materials repair and maintenance experience
- Customer service experience
- Inter-Library Loan (ILL) experience

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to complete training on and maintain library technologies related to job duties including, but not limited to: catalog client and modules; RFID technology; smartlockers; barcode scanners; self-checkout machines; and productivity software such as Microsoft 365.
- Ability to display creativity, accountability, and flexibility in implementing the Library's mission, vision, values, and strategic plan goals.
- Ability to adhere to professional standards of behavior including, but not limited to: maintaining schedules and meeting deadlines; working within budgeted guidelines; taking direction from supervisor; keeping accurate records in required format; upholding and adhering to library policies; and managing time effectively and productively.
- Ability to successfully track and manage projects.
- Ability to positively and effectively interact with diverse individuals.
- Ability to establish and maintain effective working relationships with direct supervisor, MCL staff, other agencies, and the general public.
- Ability to learn new tasks and skills, take feedback, reflect on performance, and improve.
- Ability to work independently and make effective decisions.

- Ability to recognize when further information or guidance is needed.
- Ability to understand and follow oral and written instructions.
- Ability to physically perform the essential job functions.
- Ability to work a *flexible* schedule that will include days, evenings, and weekends.
- Skilled in utilizing technology to conduct all aspects of the job including communication, record keeping, and customer service.
- Excellent oral and written communication skills.
- Excellent customer service skills.
- Excellent interpersonal skills using tact, adhering to privacy policies, patience and courtesy.

QUALIFICATIONS AND REQUIREMENTS:

- Required: High school diploma or equivalent
- Preferred: Associates degree or Bachelor’s degree in related field
- Preferred: Experience working in libraries, education, or similar jobs.
- All applicants are subject to fingerprinting and a background check. Employment is contingent on passing those assessments.

PERSONAL ATTRIBUTES:

The candidate must be detail orientated, have a high standard of customer service, be friendly and cooperative, be open-minded, and strive to provide excellent customer service. The candidate must be eager to collaborate with others and enjoy working in a team environment. The candidate should be enthusiastic about developing their knowledge of public libraries and growing their professional skills.

PHYSICAL DEMANDS/WORKING CONDITIONS:

The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed inside a typical interior/office work environment. While performing the duties of this job, this position is regularly required to:
 - Constantly remain in a stationary position
 - Frequently move around an office environment to access drawers, shelving, office equipment, etc.
 - Constantly operate a computer and other office productivity equipment such as a computer, copier, telephone, tablet, etc.
 - Occasionally position self to reach office equipment, tall shelves, low shelves, into deep bins, etc.
 - Constantly communicate with supervisors, staff, and Library users. Must be able to exchange accurate and timely information in these situations.

- Frequently process and respond to questions and requests from supervisors, staff, and Library users. Must be able to exchange accurate and timely information in these situations.
- Frequently detect and decode writing, pictures, and colors on a computer screen, in small and large size, on signage, close up, and on a variety of surfaces
- Frequently move carts up to 50 lbs.

The Mukwonago Community Library is an equal opportunity employer. The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.