



LA CROSSE PUBLIC LIBRARY

Assistant Operations

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| Department: | Library |
| Division: | Operations Team |
| Status: | Non-Exempt |
| Grade: | 4 |
| Report to: | Frontline or Collections Supervisor |

Summary:

This position provides outstanding customer service. Duties include basic direction and information regarding readers' advisory, library collections, programs and operations. Because of the nature of the job duties, daily onsite work attendance is critical. It provides excellent frontline service at all/ any service points, including but not limited to Circulation, Youth, Help Desk, North Community Library, Creation Space, or Archives.

Reporting Relationships and Team Work:

Reports to the Frontline or Resource Collections Supervisor. Works closely with the frontline, outreach and public experiences teams.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Provides basic clerical support in management of specialized departmental databases, basic clerical work including answering and directing phones, issuing library cards, explaining and collecting fees, and placing and processing requests,
2. Provides accurate and timely interlibrary loan services to patrons, including the processing of online and in-person requests and renewals, the contacting of patrons with delinquent materials, and facilitating group requests for multiple copies, database maintenance, preparation of statistical reports.
3. Actively promotes and markets library materials and services.
4. May performs copy cataloging across multiple formats
5. Provides physical processing and preparation of library materials for public use.
6. Works collaboratively with colleagues throughout the library.

7. Provides excellent patron service at any frontline point as assigned.
8. Performs other duties as assigned or required including across departments.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Demonstrates quality internal and external customer service.
2. Communicates effectively.
3. Exhibits reliability and dependability.
4. Be empathetic and welcoming, while maintaining appropriate boundaries with patrons.
5. Positive attitude and flexibility.
6. Works well with others, show respect, contribute to the team.
7. Library values of service, integrity, collaboration, and community focus.
8. The ability to handle multiple tasks.

Knowledge, Skills, and Abilities:

Employees are expected to perform or possess knowledge of the following:

1. Knowledge of library terminology, practices, services, processes, policies and procedures.
2. Providing support in relation to library operations for area of assignment.
3. Library computer systems, databases, and software.
4. Customer service standards and procedures. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
5. Reader's advisory, reference and circulation methods and techniques.
6. General Library operations, programs and services.
7. Comfort presenting information to individuals and groups in a variety of settings.
8. Ability to maintain and uphold confidentiality and privacy rights.

Technology Requirements:

- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Education and Experience:

High school diploma or equivalent; three or more years' experience in a customer service or library related field with a high level of public contact OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

Licenses, Certifications, and Special Requirements:

- Must have a valid Wisconsin State Driver's License and an acceptable driving record.

- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.
- May work alone, without other library staff present, in the library or in community settings.

Work Schedule

Full-time or part-time. Includes frequent rotating evening and weekend hours.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all LPL positions are subject to change or transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. La Crosse Public Library is also an Equal Opportunity Employer.