

# LIBRARY SERVICES ASSISTANT

**THE PURPOSE:** Library Services Assistants work in the neighborhood libraries and at the Central library within the Milwaukee Public Library System. Under direct supervision of the agency/unit head, the person in this position plans, organizes, directs, and supervises the clerical activities of the agency. The Library Services Assistant interprets library system rules and regulations based upon a thorough understanding of clerical functions, procedures, and electronic processes. In addition, the Library Services Assistant supports librarians in the provision of reader's advisory, reference work, and bibliographic searching for library users.

## ESSENTIAL FUNCTIONS:

- Supervise and assign work to clerical employees (full-time and part-time) who perform library circulation duties. Schedule hours of work, daily desk rotations, vacations, changes, and assignments to other agencies. Train employees, keep them abreast of new and changed procedures, evaluate their performance and make recommendations to management supervisor related to retention.
- Assist clerical staff as necessary in the provision of services to library users.
- Handle customer concerns relating to circulation and registration procedures.
- Assist librarians with performing reader's advisory, basic reference work, and bibliographic searching using print and electronic resources.
- Assist patrons in the use of the on-line catalog, electronic resources, the Internet, and library materials.
- Prepare reports and maintain records related to matters such as library holdings, outstanding materials orders, library circulation statistics, and financial transactions.
- Assist librarians in maintaining and troubleshooting minor problems with computer and audio-visual equipment as well as maintaining physical files and collections in various agencies.
- Fill in as requested at other libraries within the Milwaukee Public Library System in the absence of other staff.
- Serve as staff person in charge of opening and closing the library as needed. *NOTE: This position entails working some evening and weekend hours.*
- Perform other duties that support librarian and clerical activities.

The Milwaukee Public Library is committed to providing the highest quality of service to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively as part of a team. For more information, visit [www.mpl.org](http://www.mpl.org).

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

## MINIMUM REQUIREMENTS:

1. Bachelor's degree in social or natural science, business, education, liberal arts, or other field of study from an accredited college or university. **NOTE:** Copies of transcripts should accompany the applications OR be sent immediately to Cassandra Scherer at the address given below. Student copies are acceptable.
2. One year of supervisory experience in a customer service or reference setting.  
*NOTE: Equivalent combinations of education and experience may also be considered.*
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.
4. Applicants within twelve credits of completion of their bachelor's degree may take the exam but will not be certified for employment eligibility until completion of their degree.

**NOTE:** Continued employment is contingent upon completion of a course in basic reference skills from an accredited college or university within one year of appointment. Tuition assistance is available.

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- Skill in supervising, training, and directing clerical personnel.
- Ability to recognize and solve complex problems as well as to provide staff with guidance in problem-solving.
- Strong customer service skills; ability to resolve escalated complaints in a diplomatic manner.
- Strong oral and written communication skills as well as excellent listening skills.
- Strong interpersonal skills; ability to work cooperatively with staff and the public.
- Knowledge of computers; ability to use an on-line library catalog, library electronic databases, the Internet, and word processing software.
- Knowledge of office procedures and systems such as record management.
- Ability to perform detailed work of a technical nature accurately and quickly.
- Ability to organize, plan, and prioritize work; ability to adapt quickly to changeable situations and priorities.
- Ability to make sound decisions independently

**THE CURRENT SALARY RANGE (504)** is \$35,362-40,836 annually with excellent benefits. Recruitment is normally at the beginning of the range.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: training and experience evaluation, written or oral examinations or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to the oral examination. The oral examination may include a written exercise. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **December 30, 2009**. Receipt of applications may be discontinued at any time after this date without prior notice. Qualified applicants will be notified of the date, time and place of the examination. Persons not accepted to an examination or removed from an eligible list may file a written appeal (including the basis upon which the appeal is made) which must be received by the City Service Commission no later than ten calendar days after the rejection notice was mailed.

**#09-095—CKS -- 12/4/09 -- EEO 208**