

**Patron Services:** Associate Librarian (non-MLS)  
**Reports to:** Assistant Library Director/Patron Services Department Head  
**Status:** Non-exempt

### **Typical Responsibilities of Position**

Under general supervision, performs patron services work, serving library patrons directly or indirectly.

### **Duties/Examples of Work**

1. Assists library patrons at reference desks.
2. Assists individuals and groups in using the library's computer systems.
3. Organizes special projects and displays, and creates and distributes promotional materials.
4. Organizes and presents library programs for patrons of all ages.
5. May participate in special activities such as services to the homebound and group tours.
6. Provides information and recommendations for materials selection and deselection.
7. Performs light housekeeping.
8. Performs other duties as assigned.

### **Knowledge and Abilities**

1. Ability to effectively present information to and respond to questions from patrons.
2. Ability to handle the reference interview process with tact and diplomacy.
3. Ability to follow detailed directions.
4. Ability to maintain confidentiality of patron information.
5. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
6. Above average keyboarding skills necessary
7. Ability to use computer software and manage computer technology and digital files.
8. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in writing.
9. Ability to interpret technical regulations and instructions.
10. Mobility: travel to meetings outside of 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. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, colleagues, and supervisors.
14. Working knowledge of English 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 to meet assigned deadlines.

### **Environmental/Working Conditions**

1. Flexible work hours including 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. Computer workstation.
3. Media equipment.
4. Telephone system.
5. Multifunction printer/copier.

### **Education and Experience**

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

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