Beloit Public Library
Library Service Specialist
Library Page

General Summary
Responsible for the proper organization and shelving of library materials. Maintains proper appearance of shelves and public areas. Assists staff and customers as needed and performs light clerical duties.

Reporting Relationships
Reports to Head of Library Resources and Senior Page for general instruction and review.

Essential Job Functions
1. Shelves library materials in appropriate manner.
2. Monitors shelves to ensure materials are in proper order.
3. Maintains appearance of shelves and customer service area as warranted.
4. Answers in-person inquiries; helps customers locate needed materials; and refers customers to other staff for appropriate assistance as necessary.
5. Pulls customer holds and searches for materials as needed.
6. May assist in checking in and out library materials.
7. May assist in repairing library materials.
8. May perform light clerical duties such as filing, photocopying, and restocking supplies.
9. May assist customers with the use of library equipment such as copier/scanner, fax, internet computers and laptops, printers, microfilm readers, and other technology.
10. Searches library ILS and customer catalog as needed.
11. Attends all required workshops, meetings, and training as assigned.
12. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
13. Ability to maintain regular and predictable attendance and punctuality.
14. Performs other special projects and duties as assigned or required during and outside of regular business hours.

Education and Experience
1. High school diploma or equivalent

Knowledge, Skills and Abilities Required
1. Ability to work quickly and accurately at a routine job.
2. A thorough knowledge of the alphabet and of the decimal system is essential.
3. Ability to establish and maintain effective working/confidential relationships with other employees and the public.
4. Ability to follow oral and written instructions.
5. Use of the following equipment: book cart, computer, copy machine, and public access catalog.

Physical & Working Conditions

1. Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations.
2. Must have visual ability to see computer screen, read call numbers and bar codes on books.
3. Must be able to manipulate computer keyboard.
4. Must be able to lift and carry bags of books or boxes weighing up to 40 pounds.
5. Must be able to stand/walk for extended periods of time during work period.
6. Must be able to perform repetitive hand motions for extended periods of time.
7. Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials.
8. Must be able to push a cart of books weighing 200-400 pounds.
9. Must be able to bend and stretch to reach upper and lower shelves.

Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Signature Date

Beloit Public Library
Administrative Assistant

Department: Administration
Status: Exempt Confidential
Range: 54
Revision Date: April 17, 2019

Organizational Relationships
Reports to Business Manager.

General Summary
Provides a wide range of complex and confidential secretarial and administrative coordination to the Library Director, Business Manager, and Library Board members. Work involves the exercise of initiative and independent judgment in work performance including executive office management and frequent communication and interaction with external sources and senior level personnel necessitating exposure to sensitive information. Frequently involves responsibility for carrying through entire processes of considerable importance.

Principal Duties and Responsibilities

Essential Functions
- Prioritizes a variety of administrative services for the staff, Library Board, and public.
- Represents the Library to the general public as well as a variety of public and private organizations
- Provides general secretarial support for the Library Director, Business Manager, Leadership Team, and Library Board members.
- Types and edits correspondence, reports, and other information often of a strategic and confidential nature.
- Maintains positive relations with the community, library staff, leadership team, and volunteers.
- Assists volunteers, Friends at Beloit Library, Beloit Public Library Foundation, and Library Board of Trustees with projects, reports, and fund handling as requested.
- Assists with complete and up-to-date filing system including personnel records, library financial records, and library policy and procedure manuals.
- Assists Business Manager in accurate accounting of monies collected for the library and affiliated organizations.
- Reconciles and processes deposit of cash register(s) on a daily basis, and coin-ops from copy machines and internet printers as needed.
- Processes invoices, purchase orders, requisitions, and claims.
- Assists with payroll entry and personnel paid leave records in the MUNIS software.
- Maintains inventory of supplies and orders as needed.
- Gathers information and assists in the preparation of reports, surveys, studies, and presentations as needed.
- Receives, reviews, and distributes incoming mail.

- Maintains library meeting room calendar, scheduling events for library programming and community groups.
- Coordinates meeting room set-up needs with custodial staff.
- Offers Blender Café catering opportunities for groups using library spaces.
- Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
- Ability to maintain regular and predictable attendance and punctuality.
- Other library-related duties as assigned.

Education and Experience

- Three years of general office experience preferred.
- Two years of college preferred.

Knowledge, Skills, and Abilities

- Ability to effectively present information and respond to questions from library employees and vendors both orally and in writing.
- Knowledge of office practices and equipment including computer, printer, copy machine, scanner, and calculator.
- Familiarity with current computer software and ability to learn new programs.
- Advanced knowledge of word processing, spreadsheets, databases, and presentation software found in the Microsoft Office Suite.
- Familiarity with money handling and basic accounting practices.
- Ability to gather statistics and generate reports.
- Ability to work independently, organize, and prioritize work; respond to varied/changing work demands and make decisions as required; demonstrate initiative.
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, co-workers, and supervisors.
- Ability to speak, write and read English, using good grammar.
- Ability to maintain confidentiality of library records, correspondences, and business information.
- Ability to make work-related decisions in accordance with department policies and regulations with a minimum of supervision.
- A valid driver's license and the ability to travel as needed.

Physical and Working Conditions

- Daily keyboarding, writing, mouse use, filing, counting money.
- Daily sitting, standing, walking, crouching, and stooping.
- Daily bending/twisting and reaching.
- Daily lifting of up to 10lbs and occasional lifting of up to 40 lbs.
- Daily talking and hearing; use of telephone.
- Daily corrected far vision at 20' or further and near vision at 20".
- Frequent driving of car.

beloit public library

Other Duties as Assigned

In an effort to provide for continuity of government under ss 166.23(1) and City of Beloit Code of General Ordinances 1.11, you may be required to provide administrative support for the City of Beloit Emergency Operation Center or other city department during declared states of emergency. This may require an altered work schedule during the declared emergency.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements

Signatures:

Employee Date

Supervisor Date

Library Director Date

Beloit Public Library
Library Service Specialist
Senior Library Page

General Summary
Responsible for the proper organization and shelving of library materials. Maintains proper appearance of shelves and public areas. Assists staff and customers as needed and performs light clerical duties. Trains and monitors library pages.

Reporting Relationships
Reports to Head of Library Resources for general instruction and review.

Essential Job Functions
1. Trains and monitors library pages.
2. Trains volunteers on materials management for the collection.
3. Manages and monitors page log.
4. Ability to use library's ILS and other software/applications as needed.
5. Shelves library materials in appropriate manner.
6. Monitors shelves to ensure materials are in proper order.
7. Maintains appearance of shelves and customer service area as warranted.
8. Answers in-person inquiries; helps customers locate needed materials; and refers customers to other staff for appropriate assistance as necessary.
9. May assist customers with the use of library equipment such as copier/scanner, fax, internet computers and laptops, printers, microfilm readers, and other technology.
10. Pulls customer holds and searches for materials as needed.
11. May assist in checking in and out library materials.
12. May assist in repairing library materials.
13. May perform light clerical duties such as filing, photocopying, and restocking supplies.
14. Searches library ILS and customer catalog as needed.
15. Attends all required workshops, meetings, and training as assigned.
16. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
17. Ability to maintain regular and predictable attendance and punctuality.
18. Performs other special projects and duties as assigned or required during and outside of regular business hours.

Education and Experience
1. High school diploma or equivalent

Knowledge, Skills and Abilities Required
1. Ability to work quickly and accurately at a routine job.
2. A thorough knowledge of the alphabet and of the decimal system is essential.
3. Ability to establish and maintain effective working/confidential relationships with other employees and the public.
4. Ability to follow oral and written instructions.

5. Use of the following equipment: book cart, computer, copy machine, and public access catalog.

Physical & Working Conditions

1. Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations.
2. Must have visual ability to see computer screen, read call numbers and bar codes on books.
3. Must be able to manipulate computer keyboard.
4. Must be able to lift and carry bags of books or boxes weighing up to 40 pounds.
5. Must be able to stand/walk for extended periods of time during work period.
6. Must be able to perform repetitive hand motions for extended periods of time.
7. Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials.
8. Must be able to push a cart of books weighing 200-400 pounds.
9. Must be able to bend and stretch to reach upper and lower shelves.

Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Signature Date

Beloit Public Library
Library Service Specialist I
Customer Accounts

General Summary
Responsible for library card registration, customer record management, and for recovering library materials. This position promotes excellence in customer experiences at the Service Points and the routine, highly detailed work in Service Workroom.

Reporting Relationships
Reports to Head of Library Resources for general instruction and review.

Essential Job Functions
1. All Library Service Specialist I Essential Job Functions.
2. Establishes and maintains good public relations with library customers.
3. Oversees library card creation and maintenance of customer records.
4. Oversees fees, fines, and the overdue process.
5. Oversees the damaged and missing item process.
6. Oversees customer accounts sent to collection agency and/or Municipal Court.
7. Maintains adequate supplies relevant to customer accounts.
8. Resolves customer complaints and concerns.
9. Reports and/or tracks program and department expenses in a timely manner.
10. Attends all required workshops, meetings, and training as assigned.
11. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
12. Ability to maintain regular and predictable attendance and punctuality.
13. Performs other special projects and duties as assigned or required during and outside of regular business hours.

Education and Experience
1. A high school diploma or equivalent and/or experience relevant to the position.
2. Minimum one year library experience or one year experience in a related field (i.e.—customer service or any equivalent combination of college and work experience that provides the required knowledge, skills, and abilities) is required.

Knowledge, Skills and Abilities Required
1. All Public Service Specialist I Essential Job Functions.
2. Ability to effectively present information and respond to questions from library customers.
3. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required and demonstrate initiative.
4. Considerable knowledge of library services, operations, and materials.

5. Ability to understand and apply current library policies and procedures.
6. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, co-workers, and supervisors.
7. Ability to speak, write, and read English.
8. A thorough knowledge of the Dewey Decimal System.
9. Ability to maintain confidentiality of library customer information.

Physical & Working Conditions

1. Daily bending/twisting and reaching (up, down, and across).
2. Daily keyboarding, writing, sorting, shelving, and computer mouse use.
3. Daily handling: Picking up 2-15 lbs of books and shelving library materials.
4. Daily pushing and pulling: Objects weighing 200-400 pounds on wheels.
5. Daily standing, walking, stooping, crouching, and sitting.
6. Daily talking and hearing; use of telephone.
7. Daily corrected far vision at 20' or further and near vision at 20" or less.
8. Daily ascending or descending a short footstool.

In an effort to provide for continuity of government under ss 166.23(1) and City of Beloit Code of General Ordinances 1.11, you may be required to provide administrative support for the City of Beloit Emergency Operation Center or other city department during declared states of emergency. This may require an altered work schedule during the declared emergency.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements

Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Signature Date

Beloit Public Library
Library Service Specialist I
Customer Experience

General Summary
This position promotes excellence in customer experiences at the Service Points and the routine, highly detailed work in Service Workroom. The employee in this position serves as a front-line representative of Beloit Public Library. The employee is also required to make sound judgments, find solutions to customer information requests, and resolve conflicts with customers regarding their library records.

Reporting Relationships
Reports to Head of Library Services for general instruction and review.

Essential Job Functions
1. Assists in the circulation of all library materials, while greeting the public in a friendly and accepting manner. This includes checking all materials in and out and processing holds.
2. Registers new borrowers, maintains an accurate database, and guarantees customer record confidentiality.
3. Collects fines, fees, and money for miscellaneous items sold at checkout.
4. Retrieves, checks in, and sorts the delivery, returns, and new materials.
5. Helps maintain the physical appearance and orderliness of the library, which includes picking up stray materials throughout the library.
6. Answers telephone inquiries concerning patron records.
7. Provides basic directional and referral information to customers.
8. Assists customers with the use of library equipment such as copier/scanner, fax, internet computers and laptops, printers, microfilm readers, and other technology.
9. Assists customers with the use of digital resources.
10. Assists customers in the computer lab.
11. Assists customers with ILL requests.
12. Assists in searching for requested materials.
13. Processes mending and discarded items.
14. Cooperates as a team member and supports the library service model by providing an excellent customer experience.
15. May be assigned tasks such as locating missing parts to library materials; retrieving, returning, and processing SHARE and ILL items; maintaining and ordering supplies; maintaining lost and found items; processing library materials; and similar tasks and projects.
16. Attends all required workshops, meetings, and training as assigned.
17. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.

18. Ability to maintain regular and predictable attendance and punctuality.
19. Performs other special projects and other duties as assigned or required during and outside of regular business hours.

Education and Experience

1. A high school diploma or equivalent and/or experience relevant to the position.
2. Minimum one year library experience or one year experience in a related field (i.e.—customer service or any equivalent combination of college and work experience that provides the required knowledge, skills, and abilities) is required.

Knowledge, Skills, and Abilities Required

1. Knowledge of library classification system.
2. Some knowledge of library materials; established library methods and techniques.
3. Working knowledge of computer equipment and Microsoft Office Suite.
4. Ability to effectively present information in response to questions from customers.
5. Ability to communicate effectively, both verbally and in written form, and to follow verbal and written instructions with minimum supervision.
6. Ability to maintain confidentiality of library customer information.
7. Be reliable, steady, timely, and proactive in completion of duties.
8. Ability to establish and maintain effective working relationships with other employees and with the public.
9. Compliance with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor.
10. Ability to interact with a diverse group of individuals.
11. Ability to run a cash register.
12. Ability to sort efficiently in alphabetic or numeric order and to develop a working understanding of the Dewey Decimal System.
13. Ability to perform moderately heavy physical work.
14. Ability to make announcements using the library's public address system.
15. Ability to resolve problems, handle conflict, and find solutions to conflict when in stressful situations.

Physical & Working Conditions

1. Daily bending/twisting and reaching (up, down, and across).
2. Daily keyboarding, writing, sorting, shelving, and computer mouse use.
3. Daily handling: Picking up 2-15 lbs of books and shelving library materials.
4. Daily pushing and pulling: Objects weighing 200-400 pounds on wheels.
5. Daily standing, walking, stooping, crouching, and sitting.
6. Daily talking and hearing; use of telephone.
7. Daily corrected far vision at 20' or further and near vision at 20" or less.
8. Daily ascending or descending a short footstool.

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Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Signature Date

Beloit Public Library
Library Service Specialist II
Programming

General Summary
This position promotes excellence in customer experiences at the Service Points and the routine, highly detailed work in Service Workroom. The employee in this position also serves the public by providing, creating, and implementing engaging library programs for customers of all ages.

Reporting Relationships
Reports to Head of Programming and Partnerships for general instruction and review.

Essential Job Functions
1. All Library Service Specialist I Essential Job Functions.
2. Serves the public by developing and/or providing library programs, reference, and readers' advisory.
3. Assists with tours and group visits to the library.
4. Represents the library at schools and other community events as needed.
5. Assists in collection development.
6. Prepares displays in the library.
7. Reports and/or tracks program and department expenses in a timely manner.
8. Attends all required workshops, meetings, and training as assigned.
9. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
10. Ability to maintain regular and predictable attendance and punctuality.
11. Performs other special projects and other duties as assigned or required during and outside of regular business hours.

Education and Experience
1. A Bachelor's Degree and/or experience relevant to the position.
2. Minimum one year library experience or one year experience in a related field (i.e.—customer service or any equivalent combination of college and work experience that provides the required knowledge, skills, and abilities) is required.

Knowledge, Skills, and Abilities Required
1. All Library Service Specialist I Essential Job Functions.
2. Ability to effectively present information and respond to questions from library customers.
3. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required, and demonstrate initiative.
4. Considerable knowledge of library services, operations, and materials.
5. Ability to understand and apply current library policies and procedures.

6. Knowledge of child, teen, and adult development and how to interact with customers accordingly.
7. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, co-workers, and supervisors.
8. Ability to speak, write, and read English.
9. A thorough knowledge of the Dewey Decimal System.
10. Ability to maintain confidentiality of library customer information.

Physical & Working Conditions

1. Daily bending/twisting and reaching (up, down, and across).
2. Daily keyboarding, writing, sorting, shelving, and computer mouse use.
3. Daily handling: Picking up 2-15 lbs of books and shelving library materials.
4. Daily pushing and pulling: Objects weighing 200-400 pounds on wheels.
5. Daily standing, walking, stooping, crouching, and sitting.
6. Daily talking and hearing; use of telephone.
7. Daily corrected far vision at 20' or further and near vision at 20" or less.
8. Daily ascending or descending a short footstool.

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Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Supervisor Date

Beloit Public Library
Library Service Specialist II
Resources

General Summary
Responsible for all activities related to materials acquisition, processing, and classification. This position promotes excellence in customer experiences at the Service Points and the routine, highly detailed work in Service Workroom.

Reporting Relationships
Reports to Head of Library Resources for general instruction and review.

Essential Job Functions
1. All Library Service Specialist I Essential Job Functions.
2. Receives, processes, and catalogs all library materials.
3. Performs and revises copy cataloging.
4. Follows set procedure for all original cataloging.
5. Maintains the library's shared bibliographic database.
6. Performs various other duties, including but not limited to: acquisitions system functions, authority control, standing orders, serials and periodicals, supply inventory and ordering, mending, discarding, staff order accounts, and reclassification projects.
7. Coordinates, prepares, and tracks Interlibrary Loan requests and returns.
8. Prepares reports as needed.
9. Reports and/or tracks program and department expenses in a timely manner.
10. Attends all required workshops, meetings, and training as assigned.
11. Ability to provide truthful, forthright, and complete information when voluntarily answering or providing information or when compelled to answer questions or provide information.
12. Ability to maintain regular and predictable attendance and punctuality.
13. Performs other special projects and other duties as assigned or required during and outside of regular business hours.

Education and Experience
1. A Bachelor's Degree and/or experience relevant to the position.
2. Minimum one year library experience or one year experience in a related field (i.e.—customer service or any equivalent combination of college and work experience that provides the required knowledge, skills, and abilities) is required.

Knowledge, Skills, and Abilities Required
1. All Library Service Specialist I Essential Job Functions.
2. Ability to effectively present information and respond to questions from library customers.

3. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required, and demonstrate initiative.
4. Considerable knowledge of library services, operations, and materials.
5. Ability to understand and apply current library policies and procedures.
6. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, co-workers, and supervisors.
7. Ability to speak, write, and read English.
8. A thorough knowledge of the Dewey Decimal System.
9. Ability to maintain confidentiality of library customer information.

Physical & Working Conditions

1. Daily bending/twisting and reaching (up, down, and across).
2. Daily keyboarding, writing, sorting, shelving, and computer mouse use.
3. Daily handling: Picking up 2-15 lbs of books and shelving library materials.
4. Daily pushing and pulling: Objects weighing 200-400 pounds on wheels.
5. Daily standing, walking, stooping, crouching, and sitting.
6. Daily talking and hearing; use of telephone.
7. Daily corrected far vision at 20' or further and near vision at 20" or less.
8. Daily ascending or descending a short footstool.

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Approval:

Library Director Signature Date

Supervisor Signature Date

Copy of job description received:

Employee Signature Date