



## City of Appleton

### Library Assistant - Community Partnerships (Sub)

<b>Job Description Code</b>	350-40 (CC-4)	<b>Established Date</b>	03/04/2026
<b>Last Revised Date</b>	03/04/2026	<b>Salary Range</b>	\$24.07 - \$33.70 Hourly
<b>Bargaining Unit</b>	ON	<b>EEO</b>	EEO1- Administrative Support Workers
<b>Occupational Group</b>	4	<b>FLSA</b>	Non-Exempt
<b>Benefit Code</b>	PT	<b>Physical Class</b>	NA

#### Nature of Work

This is a substitute, non-benefited, non-exempt library assistant position in the Community Partnerships section of the library. Regular weekend and evening availability is required. Work involves providing general informational help, reference, readers' advisory, technology assistance to patrons at the adult public service desks, and support of public programming for teens and adults. Work is performed under the general supervision of the Community Partnerships Supervisor.

15 hours per week

#### Job Functions

##### ESSENTIAL JOB FUNCTIONS

- Provides courteous, efficient, knowledgeable customer service at adult public service desks.
- Provides reference and readers advisory to patrons at adult public service desks, via the telephone, and online
- Assists and instructs patrons in the use of electronic and print resources
- Assists and instructs patrons in the use of library catalog, including placing holds, renewing items, etc.
- Assists and instructs patrons in downloading ebooks, e-audio books, streaming video, and other online resources

- Assists and instructs patrons using internet computers, including email, scanning, printing, etc.
- Assists and instructs patrons using microfilm readers and/or printer copiers
- Assists and instructs patrons using self-check machines, including troubleshooting
- Accurately checks out library materials
- Registers patrons receiving new and/or replacement library cards
- Books meeting rooms and study rooms
- Answers reference phone line, including directing calls for the City of Appleton
- Accurately communicates library policies, procedures, and code of conduct to the public
- Promotes library services
- Assists and works with Community Partnerships staff to create, promote, and present library programs.
- Maintains regular punctual and predictable attendance.

#### **OTHER JOB FUNCTIONS**

- Other tasks as assigned

#### **Requirements of Work**

Bachelor of Arts or Science Degree or equivalent combination of education, training and experience which provides the following knowledge, abilities and skills:

- Knowledge of public library services and practices
- Computer skills including a working knowledge of Windows, MS Office, internet search strategies, and electronic databases.
- Good oral and written communication skills and the ability to communicate with others in a tactful and courteous manner
- Ability to learn new technologies and software and communicate that knowledge to others.
- Ability to learn library procedures, polices, and able to communicate these to the public
- Ability to work independently with creativity
- Ability to instruct varied age groups in using electronic databases and print resources for information
- Ability to provide reference and reader's advisory services to the public in person, via telephone, and via electronic media
- Ability to deal with public relations problems courteously and tactfully.
- Ability to work as a team member, maintaining effective relationships with co-workers

- Ability to stand and walk for several hours
- Ability to work in a fast-paced environment
- Ability to lift at least 30 lbs; push a loaded book cart (200 lbs) on carpeting
- Ability to read fine print (font sizes of 8 or larger)
- Ability to hear the library's security gate alarm, computer alerts, and a normal speaking voice
- Ability to speak Spanish or Hmong a plus

### **Supplemental Information**

#### **COMPETENCIES**

Communication

Customer Focus

Handling Difficult People

Problem Solving

Adaptability/Flexibility