

# Library Program Specialist Associate Librarian

**Direct Supervisor:** Public Services Manager  
**Department:** Mead Public Library  
**Version Date:** May 3, 2022 2/14/2024  
**Salary Grade:** 10  
**FLSA Status:** Exempt, Not Represented



## Position Summary:

The primary purpose of this position is to work as part of a team to reach the organization's stated goals and objectives for the entire Mead Public Library public services effort. This role performs paraprofessional work serving library patrons directly or indirectly and has oversight and decision-making responsibilities. This position interacts with the public to perform circulation, basic reference, and readers advisory services. This position may also be responsible for the creation and implementation of library programs and outreach events both at the library and at other locations in the community. The Library Program Specialist position develops and delivers library programs, assists patrons in the makerspace (Imaginarium) and digital media production studio (Mead Radio), and as a member of the Public Services team, provides excellent customer service to the library community and supports other department activities. Work is performed under the direction of the Public Services Manager or the Support Services Manager. Work is performed under the direction of the Public Services Manager.

## Essential Responsibilities:

1. Assists with all duties listed in the Library Assistant position as needed. Other duties include, but are not limited to: Performs general day to day duties associated with various services which include but are not limited to:
  - a. Circulation of library collections
  - b. Customer service, reader's advisory, and limited research services
  - c. Instructs and assists patrons with technology and equipment to include but not limited to public computers, makerspace equipment, digital media production studio, online library catalog, and digital resources.
  - d. Handles/counts cash and performs cash transactions
  - e. Interprets, explains and applies library policy and procedures to respond to customer concerns.
  - f. Prepares invoices for payment
  - g. Schedules and coordinates book displays and exhibits.
  - h. Directly address Code of Conduct enforcement and behavioral issues in the library alongside Managers and Public Safety/Community Resource Specialist
2. Coordinates makerspace (Imaginarium) and/or digital media production studio (Mead Radio) activities, programs, and equipment purchases and maintenance
3. Assists librarians with collection development and maintenance
4. Coordinates digital media production studio (Mead Radio) activities, programs, and equipment purchases and maintains
5. Collaborates with Public Services team in the planning, development, and delivery of Plans, develops and delivers programs in the library and community
6. Foster a collaborative relationship with community groups, businesses, organizations, educational institutions, and agencies in Sheboygan.

# Library Program Specialist Associate Librarian

7. Provide information about library services, programs and resources at various outreach locations while being flexible in scheduling and deployment, working at outreach sites indoors or outdoors, in a variety of weather.
8. Assists in training, scheduling, and directing the workflow of Library Assistants
9. Monitors and recommends changes in work procedures to improve service to library patrons and informs/retrains staff.
10. Creates and maintains procedures manuals and documentation for the purposes of training and reference.
11. Attends library conferences and workshops
12. Provides input to managers in the improvement of library policies, plans and goals
13. Leads ad hoc teams or projects; participates in and leads staff committees
14. Directly addresses Code of Conduct enforcement and behavioral issues in the library alongside Managers and Public Safety/Community Resource Specialist
15. Reports building malfunctions, safety, and security matters to management, safety specialist and/or maintenance staff
16. Provides emergency duties and resources as needed in times of a City emergency in conjunction with the Director and in accordance with the City's emergency plan
17. Performs other related work as assigned by the Director or Manager

## Education & Experience:

1. Bachelor's Degree and two years of library or related experience
2. Or equivalent combination of education and relevant experience

## Qualifications & Skills:

1. Basic knowledge of library services and procedures and [ALA Professional Code of Ethics](#)
2. Ability to work collaboratively and develop and maintain effective relationships with staff, library users and community partners.
3. Ability to work independently in a fast-paced environment with frequent interruptions, be self-directed, problem-solve, and set priorities in order to meet assignment deadlines.
4. The ability to communicate ideas and information effectively both in written and oral form; effectively read and understand written information.
5. Ability to remain professional and courteous while interacting with library patrons.
6. Resilient and adaptable with a willingness to learn and remain flexible when faced with changing situations and an ambiguous work environment.
7. Proficiency with computers and other technology is required, including, but not limited to:
  - Mastering the library's integrated library system (ILS)
  - Using a Web browser and conducting basic web searches
  - Navigating a Windows environment and use of standard Microsoft software, email and calendars
  - Using a variety of web-based resources such as Google Suite, Monarch Catalog, Libby, Hoopla, Kanopy, and more
  - Monitoring and responding to multiple communications streams concurrently (e.g. email, Slack, phone calls)

# Library Program Specialist Associate Librarian

- Assisting library users with the use of technology including performing common troubleshooting for computers, laptops, printers, fax, meeting room tech (sound and projection), and more.

1. Demonstrate outstanding interpersonal skills and ability to interact with the diverse local community.
2. Basic knowledge of library services and procedures
3. Ability to think analytically and to develop new or revised systems, procedures, and work flow
4. Ability to exercise initiative and independent judgment
5. Resilient to changes in the library profession and work environment
6. Ability to develop and maintain constructive relationships with staff and public
7. Ability and willingness to learn, adaptability to new technologies, flexibility when faced with changing situation, ability to work in an ambiguous environment
8. The ability to effectively communicate ideas and information both in written and oral form, effectively read and understand written information.
9. Ability to work independently in a fast-paced environment with frequent interruptions.
10. Ability to set priorities in order to meet assignment deadlines.
11. Mathematics: Ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division)
12. Reasoning: Ability to exercise good judgment, investigate, define problems and offer solutions, research and collect data, analyze information and establish facts and draw valid conclusions.
13. Technology: Ability to create documents in MS Word and spreadsheets in MS Excel, ability to use and maintain e-mail and calendars.

## Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

## Work Environment:

The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Sitting, standing, walking, climbing and stooping
2. Bending, twisting and reaching
3. Frequent communication; use of the telephone, reacting to alarms and call buttons navigating multiple distractions
4. Lifting and carrying: 50 pounds or less
5. Pushing and pulling: objects on wheels weighing 60-100 pounds
6. Handling: processing, picking up and shelving library materials
7. Travel to meetings outside the library

# Library Program Specialist Associate Librarian

1. ~~Sitting, standing, walking, climbing and stooping~~
2. ~~Bending, twisting and reaching~~
3. ~~Talking and hearing; use of the telephone~~
4. ~~Far vision at 20 feet or further; near vision at 20 inches or less~~
5. ~~Lifting and carrying: 50 pounds or less~~
6. ~~Pushing and pulling: objects on wheels weighing 60-100 pounds~~
7. ~~Handling: processing, picking up and shelving library materials~~
8. ~~Fingering: typing, keyboarding, writing, filing, sorting, shelving and processing~~
9. ~~Mobility: travel to meetings outside the library~~

## Department Summary:

The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.

## Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_