

**Mount Horeb Public Library  
JOB DESCRIPTION**

**Job Title:** Frontline Help Desk and Circulation Librarian  
**Job Classification:** Library Assistant II (Pay Range 4)  
**Reports To:** Library Director  
**Date Last Updated:** April 4, 2025  
**Hours/Benefits:** Limited Term Employment (July 2025 – December 2025)  
Half-time non-exempt (20 hours per week); No benefits

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**Job Purpose:** Meet the needs of patrons in a patient, effective, and friendly manner.

**1. Assist and serve the public**

- a. Help Desk
  - i. Maintain strict customer confidentiality, privacy and freedom of information as outlined in library policy and American Library Association (ALA) recommendations.
  - ii. Answer reference and technical services questions.
  - iii. Suggest and market materials to customers.
  - iv. Assist and instruct library customers in the use of print and electronic library resources.
  - v. Assist and instruct library customers in the use of computers, printing, copying, and faxing.
  - vi. Manage the Help Desk as needed.
- b. Circulation Desk
  - i. Maintain strict customer confidentiality, privacy and freedom of information as outlined in library policy and American Library Association (ALA) recommendations.
  - ii. Check in / check out items to patrons and assist patrons with account questions.
  - iii. Issue library cards to new users.
  - iv. Communicate with customers regarding lost/damaged materials and fines including negotiating/resolving conflicts.
  - v. Assist with red box check-ins/holds, picklist, and book drop.
  - vi. Independently perform the following functions: pick list, hold shelf action list, trace reports, and other general circulation desk duties.

**2. Creating and Updating Booklists**

- a. Website
- b. In-house curation for staff working from various service points

**3. Other duties as assigned.**

- a. Participate in weekly Help Desk rotation.
- b. Open and close the library in a timely and efficient manner.
- c. To aid in Saturday rotation, work at least one Saturday per month serving on the Help Desk or Circulation Desk and performing other tasks as time allows.
- d. Assist with collection development as directed by Library Director
- e. Promote the Library's collections by creating and installing displays.
- f. When the team is short-staffed, support the "all hands on deck" philosophy and help out wherever needed.
- g. Keep circulation/help desks neat, tidy and efficient to use

**Minimum Knowledge, Skills, and Abilities:**

- High school diploma or equivalent

- Experience providing client support over the phone, in person and via email
- Strong customer service skills
- Good problem-solving skills
- Good written and verbal communication skills; ability to adjust communication style appropriately to meet the needs of the customer
- Strong interpersonal skills
- Strong organizational and time management skills; ability to work independently balancing multiple work demands in a fast-paced environment
- Demonstrated computer and software skills; proficiency with Microsoft Office Suite and databases
- Ability to pass a background check
- Ability to handle cash effectively
- Ability to alphabetize and put items in numerical order
- Ability to learn Dewey Decimal System
- Ability to work nights and weekends on a regular basis
- Ability to work well with children and family members
- Ability to exhibit integrity in work product and in interactions with clients and other staff
- Ability to maintain confidentiality
- Ability to work cooperatively as part of a team
- Ability to hold one's self accountable for actions, successes, and failures
- Ability to be flexible in the work environment and willing and able to adapt to changing organizational needs
- Ability to travel within Wisconsin must possess a valid U.S. driver's license and proof of personal auto liability insurance meeting Wisconsin's minimum requirement

**Physical Requirements:** Primarily active work, exerting up to 50 lbs. of force occasionally; operates a computer, telephone, push cart, paper cutter, calculator, writing instruments.

**Physical Demands:** Usually standing, walking, lifting carrying and pushing, typing, talking-speaking clearly, hearing-conversation, and seeing-near; sometimes sitting, occasional stooping, crouching, and kneeling.

**Work/Environment:** Moderate noise level consistent with an office environment. Some dirt, dust, and damaged library materials.

**Personal/Physiological:** Interaction with people, working around people, holding oneself accountable for following policy, meeting deadlines and finishing work, planning of activities, making judgments on a regular basis, frequent changes in duties, intra-organizational and patron communication.

**Acknowledgement:**

I understand the purpose of this document is to describe the general nature and accountabilities required from an employee in this job. I understand it is not intended to serve as an inclusive list of all responsibilities, skills, or other requirements associated with this position. Lastly, I understand this job description will be used to provide training and manage my performance.

**Employee Name (printed):** \_\_\_\_\_ **Date:** \_\_\_\_\_

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