

**City of Portage**  
Job Description

**Job Title: LTE Information Desk Substitute**  
**Department: Portage Public Library**  
**Reports To: Adult Services Librarian**  
**Schedule: Hours available when desk coverage needed**

**SUMMARY**

Under general supervision of the Adult Services Librarian, works at the Information Desk when needed to provide basic library and technology assistance, while also ensuring general library operations are successfully completed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** (Other duties may be assigned.)

1. Assists patrons with ready-reference, technology assistance (printing, copying, scanning, faxing, basic computer help, etc.), routine reader's advisory service, and borrowing from the Wisconsin Digital Library using Overdrive and Libby.
2. Assists circulation personnel in troubleshooting registration and circulation questions.
3. Performs circulation procedures when circulation staff are busy, such as checking materials in and out, placing holds, collecting fines, account assistance, and library card registration.
4. Serve supervisory role for staff in absence of Library Director, Leadership Team, and Library Assistants.
5. Answers directional questions; refers patrons to the appropriate staff member as needed.
6. Performs light housekeeping.
7. Performs other related work.

**KNOWLEDGE AND ABILITIES**

1. Ability to supervise the work of others.
2. Ability to maintain confidentiality of library patron information.
3. Ability to follow detailed directions.
4. Ability to gather statistics, analyze information and compile reports.
5. Ability to operate library business machines properly, which may require technology training, knowledge of databases, and search methods.
6. Ability to understand library policies and procedures and apply them to library operations.
7. Ability to use computer software and manage computerized files.
8. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
9. Considerable knowledge of library methods and procedures and ability to apply them to library operations.
10. Good interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors.

**ADDITIONAL REQUIREMENTS**

1. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form. Willingness to respond to supervisor's communications in an accurate and timely fashion.

2. Ability to effectively present information and respond to questions from library users. Working knowledge of English grammar and spelling.
3. Ability to interact positively and pleasantly with all ages.
4. Ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the use of a calculator.
5. Keyboarding, writing, filing, sorting, shelving, and processing.
6. Processing library materials; picking up and shelving books.
7. Lifting and carrying: 50 pounds or less.
8. Pushing and pulling: objects weighing 300-400 pounds on wheels.
9. Sitting, standing, walking, climbing, kneeling, bending/twisting, reaching and crouching.

**ENVIRONMENTAL/WORKING CONDITIONS** (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

1. Flexible working hours; the LTE Information Desk Substitute does not have a guaranteed weekly schedule of hours. Hours will be offered to the LTE Information Desk Substitute when coverage is needed.
2. Willingness and availability to be on-call for coverage when assistance is needed.
3. Occasionally exposed to outside weather conditions.

**EQUIPMENT USED**

Computers, printers, audiovisual equipment, book carts, calculator, fax machine, microfilm reader, photocopier, and telephone.

**EDUCATION AND EXPERIENCE**

1. Associate's degree (A. A.), equivalent from two-year College or technical school, or equivalent library experience.
2. Six months to one year related experience or training. Previous library experience is preferred.