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LIBRARY ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of technical and administrative work in support of library activities such as circulation, technical services, Readers, and/or Adult and Youth services; provides general information and assistance to the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned professional, supervisory, or management staff. Exercises no direct supervision of staff. May train and provide functional and technical direction to volunteers as assigned.

CLASS CHARACTERISTICS

This is the journey-level class in the library assistant series. Incumbents at this level are capable of performing the full range of technical and administrative library activities, including circulation, technical services, support services, and community assistance. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Library Assistant in that the latter is capable of performing the most complex duties assigned to the Library.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Serves at the circulation desk; charges and discharges library materials; issues library cards and passes; checks library application information to ensure accurate and completes data entry; updates patron information; collects fines for overdue materials and fees for lost or damaged items; assists patrons with self check-out system.
- Processes new and current books, audiovisual materials, periodicals, and paperbacks; adds new materials to the current computer database; applies covers, security strips, barcodes, and spine labels.
- Receives shipments of new library materials; ensures accuracy of order and received items; updates the database with the status of purchase orders.
- Responds to patrons in person or on telephone regarding library information, library materials, or services, and refers them to the appropriate sources of information and staff.
- Assists with the maintenance of the collection, including withdrawing and deleting old, outdated, or damaged material.
- Interprets and answers questions regarding library circulation policies and procedures.
- Identifies overdue and damaged materials; searches shelves for overdue, missing, or lost materials; cleans and repairs damaged materials as needed.

- Participates in opening and closing facilities, including retrieving all materials from the book and audiovisual drops and check-in, turning on, logging into, and turning off all computers, and printing out and pulling “holds” list for shipment to other libraries.
- Provides general clerical support, including preparation and maintenance of lists, reports, and other documents; receives, opens, and sorts mail; types lists and labels; copies and distributes materials.
- Promotes library events and programs; creates and posts monthly calendar of scheduled events, programs, and activities.
- Monitors patron behavior and ensures positive and harmonious interaction and relationships amongst patrons and library staff; assists in the overall security of the library and its premises.
- May train and provide functional and technical direction to volunteers and newly hired staff as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications of automated library circulation system.
- Standard library practices and procedures, including circulation and cataloging.
- Library classification and cataloging and bibliographic terminology.
- Effective public relations.
- Basic principles and practices of data collection and report preparation.
- Record keeping principles and procedures.
- Basic arithmetic principles and cash handling.
- Modern office practices, methods, and computer equipment.
- Basic computer applications related to work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Perform a variety of technical and clerical library work with speed and accuracy.
- Learn, interpret, and apply Federal, State, and local laws, codes, regulations, policies, and procedures.
- Perform routine clerical work, including mathematical calculations, maintenance of appropriate records, and compiling information for reports.
- Access, retrieve, enter, and update information using a computer terminal.
- Deal courteously and effectively with the public.
- Maintain accurate logs, records, and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and software programs.
- Organize own work, set priorities, meet critical time deadlines, multitask, and pay attention to detail.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in library services.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires frequent standing in work areas and walking between work areas. Finger dexterity is needed to process library materials and to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.