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SENIOR LIBRARY ASSISTANT

DEFINITION

Under general supervision, performs a wide variety of complex technical and clerical work in support of library activities such as Cataloging, Acquisitions, Circulation, Youth Services, or Inter-Library Loan/Reference; 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 provide functional and technical direction to lower-level staff and volunteers as assigned.

CLASS CHARACTERISTICS

This is the advanced journey-level in the library services series that performs the most complex duties, including copy cataloging of new materials, assisting in the maintenance of a bibliographic database, searching databases, responsibility for the workflow of the circulation desk, and opening, closing, and securing the building. Incumbents work independently and exercise independent judgment, tact, and initiative. This class is distinguished from Librarian in that the latter is a professional-level class and requires a Master's degree or equivalent.

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.

- Coordinates and serves at the circulation desk; monitors workflow of services; 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.
- Participates in opening and closing facilities, including retrieving all materials from the book and audiovisual drops and check-in, preparing and closing register cash drawer, turning on, logging into, and turning off all computers, and printing out and pulling "holds" list for shipment to other libraries.
- Performs cataloging of library materials; maintains the library's bibliographic database.
- Uses the automated cataloging system to catalog and classify a variety of library materials; assigns proper codes for collection, material type, fines, lending period, and statistical categories to ensure accurate and efficient use of the catalog system; assigns classification and call numbers according to appropriate procedures.
- Coordinates, processes, and receives the interlibrary loan and document delivery requests for library materials, maintains interlibrary loan records and prepares statistics as required; sends information to cataloging personnel in other branches.
- Adds new books, audiovisual materials, and periodicals to the current computer database.

- 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 patrons with basic reference materials, research strategies, and the operation of computer terminals; conducts title searches for patrons.
- 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.
- Prints out “hold” lists and retrieves materials to fill “hold” requests.
- Identifies overdue and damaged materials; searches shelves for overdue, missing, or lost materials.
- Prepares and presents children story programs; provides Readers Advisory for children and parents; supports outreach activities to schools and other agencies serving children; conducts orientation tours of the library for adult and school groups; prepares displays and creates signs, forms, banners and other public relations materials for library projects, programs, and events.
- Promotes library events and programs; creates and posts monthly calendar of scheduled events, programs, and activities.
- Assists in ordering supplies and materials; maintains and makes the recommendation for an assigned selection of library media; keeps required records and submits reports as directed.
- Performs a wide variety of advanced clerical work including preparing and maintaining of lists, reports, and other documents, compiling statistics and data of library activity, maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies, recording information, and assisting with preparing grant applications and monitoring expenditures; receives, opens, and sorts incoming mail.
- Carries out assigned administrative functions, such as distributing and collecting annual surveys, withdrawals, acquisitions, and inventory controls.
- 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.
- Provides technical and functional direction and training to lower-level staff and volunteers.
- Monitors budget expenditures and information; prepares budget reports for assigned area, as directed.
- Assists with special programs and projects as assigned; may serve as a lead worker.
- Serves as person in charge as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Applications of the automated library system.
- Standard library practices and procedures, including circulation and cataloging.
- Library classification and cataloging and bibliographic terminology and how to apply them to bibliographic and item records.
- 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 software 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:

- Inspect the work of staff and maintain established quality control standards; train staff in proper work procedures.
- Identify and implement effective course of action to complete assigned work.
- Coordinate and participate in a variety of technical and clerical library work with speed and accuracy.
- Interpret, apply, and explain Federal, State, and local administrative and departmental 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 two (2) years of experience in library services. College-level coursework in library science is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment.

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 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.