

# LIBRARY ASSISTANT I

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



<b>Definition</b>
Under immediate supervision, provides customer services support for library operations and programs including circulation, collections, branch library, and program support; provides direct service and assistance to library patrons; and performs related work as required.
<b>Supervision received and exercised</b>
Receives immediate supervision from assigned supervisory or management staff. May provide technical and functional direction to volunteers and temporary staff.
<b>Class characteristics</b>
This is the entry-level class in the Library Assistant classification series. This class is responsible for providing support for assigned library operations and/or programs. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.
<b>Examples of typical job functions (illustrative only)</b>
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.  When assigned to Circulation <ul style="list-style-type: none"><li>• Checks library materials in using an automated circulation control system; assists patrons with check-out process and use of automated materials handling terminals; manually checks materials out as needed.</li><li>• Registers new patrons; explains library procedures and policies; issues library cards and updates patron account records.</li><li>• Collects and records fines and fees; uses discretion in resolving fee and fine disputes.</li><li>• Investigates and resolves patron accounts issues; notifies patrons of holds, missing, damaged, or overdue materials, and related account issues.</li><li>• Processes holds from and for libraries and maintains hold shelf; assists patrons locating materials on hold.</li><li>• Empties bins, checks library materials in, and sorts for shipment, re-shelving, or maintenance.</li><li>• Participates in opening and closing facilities, including 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.</li><li>• Assesses problems to determine if materials need mending, to be put into lost and found, or to be returned to another library.</li><li>• Performs cashiering duties; receives money and issues receipts; collects and accounts for service fees.</li><li>• Retrieves messages from renewal phone line and renews patron books.</li></ul> When assigned to Adult and Youth Services <ul style="list-style-type: none"><li>• Instructs patrons on organization and use of the library services, computer equipment, and software applications.</li><li>• Assists patrons with book recommendations, placing items on hold, registration for library programs, and other services; refers patrons to specific library services and materials.</li><li>• Assists with library programming, including conducting classes, clubs, and special events, making presentations, and conducting story telling sessions.</li><li>• Participates in community events and outreach activities including conducting library tours for class visits and other groups.</li><li>• Prepares signs, flyers, reading lists, and other informational materials.</li><li>• Prepares library exhibits and displays.</li><li>• Assists in the development of a variety of library-related, literature-based, and educational programs and activities.</li></ul> When assigned to Technical Services <ul style="list-style-type: none"><li>• Receives and inspects all library materials; dates and signs invoices.</li></ul>

- Assists in processing acquisitions, including entering material information into electronic catalog, importing records from various library databases, printing labels, and attaching labels and tags to the materials.
- Scans materials to activate in system and sends to circulation for shelving.

#### When assigned to Branch Library Services

- Performs all circulation, adult and youth, and reference services duties.
- Assesses patrons' needs and teaches patrons on how to locate and use library systems and information resources.
- Repairs and mends materials and affixes labels.

#### When assigned to Literacy Services Program

- Processes assessment forms, provides information and recommendations on, and registers learners for tutoring services, classes, and clubs.
- Receives and reviews tutor applications and interviews tutors; matches learners and tutors; maintains list of tutors, tutors in training, and learners
- Assists in training and provides support to tutors, class coordinators, facilitators, and other program volunteers; participates in development of training content and resource materials.
- Prepares, organizes, and distributes outreach materials to promote program services and volunteer opportunities; recruits tutors, trainers, workshop facilitators, and other program volunteers.
- Composes flyers, newsletters, and other informational materials.
- Responds to inquiries and answers questions regarding program services and opportunities; provides program information and referrals to prospective tutors and learners.
- Coordinates workshops and classes including reservations, scheduling, and use of equipment and facilities; assists with special events.

#### When performing all assignments

- Assists public and directs public to appropriate locations, resources, and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Performs a wide variety of clerical duties to support library operations, including filing, preparing records and basic reports, cashiering duties, assisting with troubleshooting computer and library equipment issues, and ordering and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Screens calls and directs callers to appropriate City staff as necessary.
- May train and oversee the work of volunteers and temporary workers.
- Performs other duties as assigned.

### **Qualifications**

#### Knowledge of

- Basic principles of record keeping.
- Basic arithmetic and cash handling principles.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Learn general principles and procedures of public library services and programs.
- Learn automated library circulation and/or cataloging systems.
- Learn library classification and cataloging terminology and practices.
- Learn and perform varied clerical and customer services support for library operations and programs including circulation, collections, technical services, and program support accurately and under minimal supervision.
- Make accurate arithmetic computations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn and interpret, apply, explain, and ensure compliance with departmental policies and procedures.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.

- Respond to and effectively prioritize a high volume of requests for service.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and experience**

Any combination of training and experience that 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.
- Two (2) years of office clerical or customer service experience or one (1) year of experience working in a library.

**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 and over the telephone. Standing in and walking between work areas is frequently required. 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, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 25 pounds and push and pull materials and objects up to 75 pounds with the use of proper equipment.

**Environmental elements**

Employees work in an office environment with moderate 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.