

LIBRARY ASSISTANT II

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, provides varied and complex technical and customer services support for library operations and programs including circulation, collections, branch library, technical services, and program support; participates in activities of a specialized library function; provides direct service and assistance to library patrons; and performs related work as required.
Supervision received and exercised
Receives general supervision from assigned supervisory or management staff. May provide technical and functional direction to volunteers and temporary staff.
Class characteristics
This is the journey-level class in the Library Assistant classification series responsible for performing the full range of technical and customer services support for library operations and programs, as well as participating in specialized library functions. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level 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 Library Assistant III in that the latter assumes lead responsibilities for an assigned area, performs more complex tasks with a greater degree of independent judgment, and has responsibility for special projects.
Examples of typical job functions (illustrative only)
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">• Takes the lead on specialized circulation functions such as, but not limited to: collecting, organizing, and reporting circulation statistics; resolving audiovisual equipment and material problems; troubleshooting and resolving automated materials handling terminal technical issues; maintaining collection agency referral lists and resolving patron account issues; accounts payable processing; periodicals collections maintenance; and oversight of the volunteer program.• 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.• Registers new patrons; explains library procedures and policies; issues library cards and updates patron account records.• Collects and records fines and fees; uses discretion in resolving fee and fine disputes.• Investigates and resolves patron accounts issues; notifies patrons of holds, missing, damaged, or overdue materials, and related account issues.• Processes holds from and for all libraries and maintains hold shelf; assists patrons by locating materials on hold.• Empties bins, checks library materials in, and sorts for shipment, re-shelving, or maintenance.• 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.• Assesses problems to determine if materials need mending, to be put into lost and found, or to be returned to another library.• Performs cashiering duties; receives money and issues receipts; collects and accounts for service fees.• Retrieves messages from renewal phone line and renews patron books.
When assigned to Adult and Youth Services
<ul style="list-style-type: none">• Instructs patrons on organization and use of the library services, computer equipment, and software applications.• Assists patrons with book recommendations, placing items on hold, registration for library programs, and other services; refers patrons to specific library services and materials.• Assists with library programming, including conducting classes, clubs, and special events, making presentations, and conducting story telling sessions.• Participates in community events and outreach activities including conducting library tours for class visits and other groups.• Prepares signs, flyers, reading lists, and other informational materials.• Prepares library exhibits and displays.

- Assists in the development of a variety of library-related, literature-based, and educational programs and activities.

When assigned to Technical Services

- Receives and inspects all library materials; dates and signs invoices.
- Processes acquisitions including entering material information into electronic catalog, researching and 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

- Leads and 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.
- Assists in monitoring branch library budget.
- Leads and participates in repairing and mending materials and fixing labels.

When assigned to Literacy Services Program

- Conducts assessments, 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
- Provides training and support to tutors, class coordinators, facilitators, and other program volunteers; participates in development of training content and resource materials.
- Develops 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

- Plans, schedules, prioritizes, and assigns work and provides training to volunteers and temporary staff.
- 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.
- Performs other duties as assigned.

Qualifications

Knowledge of

- General principles and procedures of public library services and programs including circulation, technical services, collections, and program support.
- Automated library circulation and/or cataloging systems.
- Library classification and cataloging terminology and practices.
- Basic principles of supervision and training of volunteers and temporary staff.
- The organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities
- Departmental policies and procedures.
- 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

- Perform varied and complex technical and customer services support for library operations and programs independently, accurately, and under minimal supervision.
- Takes the lead and perform specialized library assignments.
- Plan, assign, and inspect the work of volunteers and temporary staff and maintain established quality control standards; train volunteers and temporary staff in proper work procedures.
- 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 and legal 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.
- Three (3) years of experience performing circulation, collections, technical services, and/or program support 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.