

LIBRARY ASSISTANT III

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, plans, schedules, assigns, and reviews the work of volunteers and temporary staff in an assigned section of the Library; ensures the efficient and effective functioning of assigned section; provides varied and complex technical and customer services support for library operations and programs; and performs related work as required.
Supervision received and exercised
Receives general supervision from assigned supervisory or management staff. Exercises direct supervision over volunteers and temporary staff; and provides technical and functional direction to assigned regular full-time and part-time staff.
Class characteristics
This is the advanced journey-level class in the Library Assistant classification series responsible for supervising assigned volunteers and temporary staff, as well as serving in a lead capacity by providing day-to-day direction and training to assigned staff. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned section. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements, and the methodology used in arriving at the end results are not reviewed in detail. This classification is distinguished from the Senior Library Assistant in that the latter has oversight of Circulation and Technical Services sections of the Main Library and has responsibility for system-wide assignments and 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. <ul style="list-style-type: none">• Plans, organizes, assigns, supervises, and reviews the work of temporary support staff and volunteers in the Circulation Section of the Library; provides technical and functional direction to regular full-time and part-time staff; trains staff in work procedures; assists in selection.• Monitors activities of the assigned work section; recommends improvements and modifications and prepares various reports on activities and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.• Determines and recommends temporary support staffing and resources needs for assigned section; participates in the budget preparation; prepares detailed cost estimates and appropriate justifications as required.• Researches, compiles, and organizes information and data related to operations of assigned section; completes audits of records; prepares and assembles reports and other informational materials for management and others as requested.• Participates in all activities, programs, and projects of assigned section at the main library; coordinates library support between the main library and branch library.• Assists public and directs public to appropriate locations and/or staff; responds to the most complex complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.• 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 <ul style="list-style-type: none">• Principles and practices of employee supervision, including work planning, assignment, review, and the training of staff in work procedures.• Basic principles and practices of budget development, administration, and accountability.• Principles and practices of evaluating and recommending improvements for operational workflow processes for assigned section.• Advanced principles and procedures of public library services and programs including circulation, technical services, collections, and/or program support.

- Automated library circulation systems.
- Library classification and cataloging terminology and practices.
- 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.
- 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

- Supervise, train, plan, organize, schedule, assign, and review the work of staff.
- Organize, implement, and direct assigned library services, programs, activities, and projects.
- Oversee and perform varied and complex technical and customer services support for library operations and programs independently, accurately, and under minimal supervision.
- Research and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- 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 and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time 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.
- Five (5) 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.