

SENIOR LIBRARY ASSISTANT

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general direction, plans, schedules, assigns, and reviews the work of staff and volunteers assigned to the Circulation and Technical Services sections of the Library; ensures the efficient and effective functioning of assigned sections; oversees and coordinates system wide assignments and projects; and performs related work as required.
Supervision received and exercised
Receives general direction from assigned management staff. Exercises direct and general supervision over assigned staff and volunteers.
Class characteristics
This is the senior-level class in the library assistant classification series responsible for providing oversight of all operations, programs, and projects of the Circulation and Technical Services sections of the Library. Incumbents serve as a technical expert in assigned areas of responsibility using initiative and resourcefulness in researching trends and patterns to develop improved procedures and new methods, programs or policies. Positions are typically assigned to coordinate and lead system wide assignments and projects. Work assignments are typically given as broad ideas and directives and incumbents are accountable for overall results and responsible for developing guidelines, action plans, and methods to produce deliverables on time and within budget. This classification is distinguished from the librarian classification series in that the latter perform professional librarian duties requiring the possession of a master's degree in library science.
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, schedules, prioritizes, and assigns work of assigned staff in the Circulation and Technical Services sections; communicates status of activities to appropriate personnel, working cooperatively to schedule assignments in accordance with established and operational priorities.• Inspects and evaluates work in progress and upon completion to assure that circulation and technical services activities are performed in accordance with departmental procedures and policies.• Participates in the development and implementation of goals, objectives, policies, and priorities for assigned sections of the Library.• Monitors activities of the assigned sections; 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 staffing and resources needs for assigned sections; participates in the budget preparation; prepares detailed cost estimates and appropriate justifications as required.• Performs system wide assignments and projects such as upgrades of library databases and systems and drafting of policies and procedures.• Researches, compiles, and organizes information and data related to operations of assigned sections; completes audits of records; prepares and assembles reports and other informational materials for management and others as requested.• Oversees and participates in all activities, programs and projects of assigned sections.• 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.• Administrative principles and practices, including goal setting, program implementation and evaluation, and project management.

- 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 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

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- 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.
- Evaluate and develop improvements in operations, procedures, policies or methods.
- 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.
- 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.
- Six (6) years of experience performing circulation, collections, technical services, and/or program support in a library, including two (2) years of lead or supervisory experience.

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.

