

## **Library Assistant** (public library)

### **JOB DESCRIPTION**

To lead and perform a wide variety of complex customer service and library duties in a public library setting; to assist Library guests in making effective use of the Library's resources, collections and programs; to provide technical training to guests and staff as needed; and to perform related duties as assigned. Must be able to work flexible hours, including evenings and weekends.

### **MINIMUM QUALIFICATIONS**

- [1] Bachelor's degree (120 units) from an accredited college or university with major coursework in Liberal Arts, Library Information Systems, or related field; AND at least one (1) year of full-time paraprofessional library experience or two (2) years of increasingly responsible full-time customer public service experience; **OR**
- [2] Associate's degree (60 units) from an accredited college or university with major course work in Liberal Arts, Library Information Systems, or related field; AND at least two (2) years of full-time paraprofessional library experience or three (3) years of increasingly responsible full-time customer public service experience; **OR**
- [3] Completion of a minimum two (2) years coursework culminating in a certificate or diploma in Library Sciences; AND at least two (2) years of full-time paraprofessional library experience or three (3) years of increasingly responsible full-time customer public service experience.

### **ESSENTIAL FUNCTIONS**

Functions may include, but are not limited to, the following:

- Greet guests and provide directional assistance;
- Explain library circulation policies and procedures to patrons, and assist them with check out, computer, printer, or other equipment problems;
- Check patron status to verify registration information; issue library cards; calculate and collect fines and other charges for overdue, lost or damaged books or audio/visual materials;
- Contact patrons regarding overdue items, books and materials that are received; respond to patrons request for information and materials;
- Assist guests with basic reference questions as needed; refer more difficult reference to appropriate professional staff members;
- Assist library guests with utilizing public access computers effectively including registering, reserving, printing, and accessing data and office applications;
- Check library books and materials in and out using a computerized on-line system; assist and advise guests in the use of library equipment and resources;
- Set up circulation desk for daily activities; prepare cash drawer and desk supplies; record, balance, and verify daily receipts;
- Maintain records and files related to library service activities and projects; Prepare a variety of periodic and special library processing and statistical reports;
- Receive, verify and release materials for on-line reserve requests; unpack, check, and sort daily book shipments and distribute as indicated; receive returned books and materials, review due dates and examine items for damages; sort returned materials for return to local shelves or for shipment to other library locations
- Train library aides, volunteers, and less experienced staff as needed;
- Operate standard office equipment and perform general clerical and typing work;

- Order supplies; conduct story hours and assist with guest library programs;
- Perform reader's advisory assistance to guests using local materials, online resources, and other appropriate tools;
- Review materials and recommend additions and deletions to collections, withdraw materials as needed per established guidelines;
- Organize work, set priorities, and follow up to ensure coordination and completion of assigned work;
- Refer difficult or unusual problems to appropriate supervisory and/or professional staff members;
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services;
- Perform other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES / PHYSICAL DEMANDS AND WORKING CONDITIONS**

### **Knowledge of:**

- General municipal library services, organization and functions, including Dewey decimal system;
- Basic public desk etiquette and methods of providing information;
- Modern office practices and procedures; computer equipment and software applications related to assignment; basic arithmetic;
- English usage, spelling, grammar, and punctuation;
- Public library operations and automated systems, policies, and procedures;
- Standard terminology and practices related to paraprofessional library support work;
- Library technical resources and trouble shooting of library equipment;
- Customer service and conflict resolution techniques.

### **Ability to:**

- Perform a variety of customer service functions in a public library setting. Work with various cultural and ethnic groups in a tactful and effective manner. Communicate clearly and concisely, both orally and in writing;
- Interpret and explain library procedures and operational manuals; read, analyze, and write reports; interpret information; Prepare periodic reports and other correspondence related to assignment; make accurate arithmetic computations; research, organize, and maintain accurate office files;
- Train library aides, volunteers, and less experienced staff as needed; assign and review the work of others, including volunteers, and provide training; establish and maintain effective working relationships with those contacted in the course of work; Communicate using the telephone and via face-to-face interaction;
- Perform paraprofessional library work involving the use of computers and software programs, and trouble-shooting library equipment; operate standard office equipment, computer equipment and software applications related to assignment;
- Prioritize and coordinate several work activities; make sound judgments and decisions within established guidelines; use initiative and sound independent judgment within established guidelines;
- Develop and present library classes and programs;

### **Physical Demands and Working Conditions:**

- On a continuous basis, sit at desk, stand, or walk for long periods of time. Intermittently twist and reach office equipment; bend, stoop, crouch, kneel, stand, and sit for prolonged periods of

time at a desk or computer workstation; extend arms above the shoulder to reach and retrieve books and materials from shelves; grasp books and materials; lift materials and supplies which may weigh up to 25 pounds.

- Use telephone; write or use keyboard to communicate through written means;
- See in the normal vision range with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.
- Work is performed indoors in an air- conditioned office environment with fluorescent lighting and moderate noise level. There is some exposure to outside atmospheric conditions when visiting outlying office/library branches.
- Work is frequently disrupted by the need to respond to in-person and telephone inquiries.