

JOB TITLE: LIBRARY ASSISTANT

PAY GRADE: CL 17

LAST REVISED: APRIL 2017

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

SUMMARY DESCRIPTION

Under general supervision and direction of a manager, provides a variety of library assistance to library patrons, assists with the day-to-day operations of assigned library including organizing and overseeing library circulation and reserve services, provides direction to student and/or other temporary library help; provides technical assistance to patrons in the use of Library equipment and computers and proctors tests and examinations, when needed.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinates with managers to ensure library facility is operational, properly staffed, that conditions are conducive to and patrons contribute to a positive learning environment, and that opening and closing times are observed; reports to manager problems affecting library operations.
2. Provides library circulation services to library patrons; ensures proper staffing levels and adequate materials for circulation desk operations; checks out and checks in library materials; replaces library materials on shelves; and maintains accurate databases of patrons' library account activities.
3. Serves as informational resource for the library by responding to requests, inquiries, and questions from administrators, faculty, staff, students, and the public in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner; refers unresolved complaints to higher-level staff.
4. Works with manager and others to assist with procurement of supplies; oversees library equipment; ensures library equipment is operational; performs maintenance and repairs or arranges for maintenance and repairs.
5. Provides a variety of general information, basic information services, and direction to library patrons, in person and over the phone; assists library patrons in their use of the library facility.
6. Assists library patrons in the use of the library, library indices, and library equipment including photocopiers and computers; familiarizes library patrons with Dewey Decimal System, and other library classification systems, reference and circulating materials, periodicals and videotapes, and the library reserve book collection; orients patrons to procedures to secure interlibrary loans.
7. Contacts library patrons regarding overdue material; places and clears holds; performs patron accounting functions, including collection of fees/fines; credits accounts as appropriate; records circulation transactions to provide statistical information for dissemination to State agencies, the District LRC, and external libraries and/or other organizations, as required.

Job Description

8. Maintains library shelves, utilizing Dewey Decimal System to ensure accurate re-shelving of materials and accurate reading of labels, rearranging as necessary.
9. Maintains check-in and filing systems for library periodical collection, claiming reimbursements.
10. Provides basic information services to library patrons; creates and maintains manual of library policies and procedures; collaborates with District LRC managers and other staff members regarding library materials, patron services, records, budgets, policies, student and other patron concerns.
11. Monitors use of library computers and other equipment; trains students and staff members to use and assist with use of computers and computer software packages/applications; inputs and updates library patron account data into library automated system databases; creates databases and spreadsheets for monitoring library statistics and generating reports.
12. Collects data on overdue library materials, inputting information into library automated system databases and assessing and monitoring fines in accordance with established District policies and procedures.
13. Oversees and ensures functionality for computer stations and peripherals; troubleshoots, makes minor repairs to, and resolves user technical problems with personal computers, printers and other peripherals.
14. When assigned, assists with the testing program by establishing and maintaining secure confidential filing systems, distributing course materials, and proctoring tests and examinations.
15. Serves as liaison with instructors regarding types and uses of Reserve Shelf materials, library materials for their assignments, student concerns, and library acquisitions; refers instructors for consultation with the Reference and Collections Librarian as necessary.
16. When assigned, employs basic accounting principles and utilizes established District policies and procedures regarding payment and recording of library requisitions for materials, equipment and supplies; researches pricing, orders, and submits purchase orders for payment of vendors; follows up on orders.
17. Participates in the development of assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies.
18. Assesses, collects, monitors, and deposits fees/fines for overdue library/LRC materials in accordance with established District policies and procedures; maintains library cash drawer, making change for patrons, as requested.
19. Supervises and trains students and/or other temporary help; advertises vacancies, arranges interviews, screens applications, and hires help; trains, assigns work to, schedules, supervises, monitors hours worked and evaluates assigned help; processes time sheets for library students and/or temporary help.
20. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Standard library operating procedures and processes
- Library terminology
- Customer service techniques
- English language usage, spelling, punctuation and grammar
- Principles and practices of supervision including interviewing techniques.
- Basic mathematical and accounting principles.
- Internet searching techniques and protocols.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

- Methods and techniques of proper phone etiquette.

Ability to:

- Analyze and solve problems and recommend appropriate courses of action.
- Apply standard library operational procedures and processes.
- Work independently and collaboratively in a multi-tasking environment.
Establish and maintain effective working relationships with those contacted in the course of work.
- Assist library patrons with equipment usage and use of print resources.

- Speak and work with groups of student patrons to impart library information and provide assistance with library use.
- Troubleshoot, solve problems, and make minor repairs to personal computers and peripheral equipment.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

- Maintain awareness of library patron needs and share knowledge of procedures and operations to ensure needs are met

- Make arithmetic calculations of average difficulty.

- Understand and follow oral and written instructions.

- Function effectively under pressure to meet deadlines, timetables, and unanticipated situations. Maintain proper library decorum and patron cooperation conducive to a positive learning environment for library patrons.

- Proctor tests and examinations.
- Learn and comply with federal and state regulations and District and library/LRC policies and procedures.
- Communicate clearly and concisely, both orally and in writing.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Examples of ways to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade; at least some college-level coursework preferred.

Experience:

Three years of increasingly responsible routine technical, administrative, programmatic, and/or clerical support experience involving a high level of public contact. Experience in a library is highly desirable.



Job Description

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Library and office setting; extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in a library and office setting; to stand or sit for prolonged periods of time; to push, pull, lift, and/or carry light amounts of weight; and to operate office equipment including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.