



JULY 2009
FLSA: NON-EXEMPT

LIBRARY ASSISTANT

DEFINITION

Under general supervision, performs complex paraprofessional library work; provides general information and assistance to library patrons; participates in technical support activities such as cataloging; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Librarian. Exercises technical and functional direction over clerical library staff and student workers.

CLASS CHARACTERISTICS

This is a journey-level class that is capable of performing the full range of technical and administrative library activities, including circulation, technical services, support services, and patron assistance. Incumbents 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 Librarian series in that the tasks performed are paraprofessional in nature and do not require possession of a Master's degree in library science or to be capable of carrying out the full range of duties of a professional librarian.

EXAMPLES OF ESSENTIAL 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.

- Interprets and applies library policies and procedures for patrons and staff; accesses and retrieves information for library patrons and staff as requested.
- Coordinates and serves at the circulation desk by receiving and discharging library materials, registering library patrons, collecting fines and making change; prepares delinquent materials for collection.
- Advises and assists library patrons in the use of library services and tools.
- Provides and ensures effective and efficient customer service for library patrons and provides customer service training to staff.
- Completes or directs the completion of a variety of complex clerical duties including maintaining detailed records, verifying accuracy of information, researching discrepancies, and recording information; prepares and maintains monthly and annual statistics and activity reports.
- Assists with the development of library collections, including ordering, withdrawals, and inventory controls; orders books for the textbook collection; inspects incoming library material for conformance with order specifications.
- Prepares library exhibits and displays.

- Exercises functional and technical supervision over assigned library clerical, part-time, and student worker personnel; maintains payroll records of student workers.
- Assists patrons with operating library equipment including online catalog system, microfilm reader and printer, magazine index, and the internet.
- Places books on reserve at the request of faculty and maintains reserve book records including flagging of public catalog cards.
- Prepares library for opening and closing time.
- May supervise library in absence of certificated staff.
- Performs a variety of general clerical duties.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- General principles of library services and programs.
- Library classification and cataloging, and bibliographic terminology and practices.
- Principles, practices, and techniques of customer service, community outreach, and service promotion.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of data collection and report preparation.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- Modern office practices and equipment, including personal computer hardware and software applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Inspect the work of staff and maintain established quality control standards; train staff in proper work procedures.
- Perform varied library work accurately and under minimal supervision.
- Access, retrieve, enter, and update information using a computer workstation.
- Organize work and manage projects and programs.
- Learn, interpret, and apply Federal, State, and local laws, codes, regulations, as well as, administrative and departmental policies and procedures related to the work.
- Perform routine clerical work, including maintenance of appropriate records, mathematical calculations, and compiling information for reports.
- Operate modern office equipment, including library computer system and equipment, copiers, printers, software programs, and cash register.
- Organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 supplemented by courses in Library technology and practices, and three (3) years of library technical and clerical 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, before groups, and over the telephone. This classification primarily works indoors and requires frequent standing in and walking between work areas. 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, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise 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.