

## **SENIOR LIBRARY ASSISTANT**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of support staff and volunteers in the circulation section of the City Library; performs complex technical library support work; provides assistance to patrons in the location and selection of materials; provides complex staff assistance to departmental management staff in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from professional library management staff. Exercises direct and general supervision over professional, technical, and/or clerical staff.

### **CLASS CHARACTERISTICS**

This is the first-line supervisory classification in the paraprofessional Library Assistant series. The incumbent is responsible for planning, organizing, supervising, reviewing, and evaluating the work of circulation staff and is expected to independently perform the full range of all functions of the Circulation Desk. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Librarian class series in that the latter is a professional series, performs the most complex tasks, exercises significant independent judgment in accordance with professional library standards, and requires the possession of a Master's degree in Library Sciences. This class is further distinguished from the Assistant City Librarian by the latter's full management and supervisory authority in planning, organizing, and directing the full scope of operations within a functional area.

### **EXAMPLES OF ESSENTIAL 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.*

- Plans, organizes, assigns, supervises, and reviews the work of support staff and volunteers in the circulation section of the City Library; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors activities of the assigned library services work unit; 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 needs for assigned activities and programs; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance, prepares library staff payroll for management review.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Manages the day-to-day activities of the circulation function, including registering new borrowers, checking in and out books and materials, collecting and negotiating fines and fees, assessing damaged items, and interpreting and enforcing library policies and procedures.

- Schedules staff to provide adequate coverage of the circulation desk.
- Compiles and maintains statistics, posts, files, and maintains a variety of records and reports related to circulation functions, including cash reports.
- Advises and assists library patrons in the use of library services and tools; resolves patrons' problems; assists staff in dealing with difficult patron service problems and refers more difficult or technical questions to the appropriate library staff.
- Composes, types, formats, and proofreads a wide variety of reports, letters, and memoranda.
- Operates a variety of office equipment, such as bar code scanners, cash register, photocopiers, printers, and computers.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Establishes and maintains effective customer service for library patrons and provides customer service training for staff.
- Performs outreach to the community, community organizations, and schools; informs community members and organizations about library services, programs, and collections.
- Participates in meetings and continuing education programs as appropriate.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Principles and practices of library policies, programs, program planning and implementation, and library operational trends and practices.
- Principles, practices, and service delivery needs related to library services.
- Standard library practices and procedures, including circulation.
- Principles, techniques, and procedures in cataloging, indexing, classifying, bibliographic research, and organizing library materials.
- Recent developments, current literature, and sources of information related to library services planning and administration.
- General library materials selection standards.
- Principles and practices of general and statistical research, analysis, and presentation.
- The local community and its library needs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the department in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct library services, programs, activities, and projects.

- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, regulations, codes, and departmental policies.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex circulation services duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Effectively represent the department and the City in meetings with other departments, public and private organizations, and individuals.
- Maintain accurate and precise records.
- Make accurate arithmetic, financial, and statistical computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- 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.
- 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 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 a two-year degree in library science or related field and five (5) years of experience in library services, including one (1) year of lead or supervisory experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Library and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. 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.