

LIBRARY ASSISTANT I/II

DEFINITION

Under general supervision, performs complex paraprofessional library work; provides general information and assistance to the public; participates in the activities of a specialized library function; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Senior Library Assistant or other library management staff. May exercise technical or functional direction over clerical staff and volunteers.

CLASS CHARACTERISTICS

Library Assistant I: This is the entry-level class in the paraprofessional Library Assistant series. The class is distinguished from the Library Assistant II by the performance of the more routine tasks and duties assigned to the position. Advancement to the Library Assistant II is based on the demonstrated proficiency in performing the assigned functions, generally within a year of appointment. The Library Assistant I may also be used to fill permanent part-time positions that are assigned the performance of the more routine tasks on a continuous basis.

Library Assistant II: This is a journey-level class in the paraprofessional Library Assistant series that is capable of performing the full range of technical and administrative library activities, including circulation, technical services, support services, and community 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.

Positions in the Library Assistant class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring one (1) year of experience as a Library Assistant I and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have one (1) year of prior related experience that allows the employee to meet the qualification standards for the II level.

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.

- Interprets and applies library policies and procedures for patrons and staff; accesses and retrieves information for library patrons and staff as requested.
- Advises and assists library patrons in the use of library services and tools.
- Establishes and maintains effective customer service for library patrons and provides customer service training for staff.

- Completes or supervises completion of a variety of complex clerical duties including maintaining detailed records, paying bills, corresponding with vendors, book and media receiving and processing, verifying accuracy of information, researching discrepancies, and recording information.
- Works the Circulation Desk, checking items in, renewing, and checking books out to library patrons.
- Performs technical services, including mending, repairing, processing, and re-packaging materials.
- Assists with the development of library collections, including ordering, withdrawals, and inventory controls.
- Prepares library exhibits and displays.
- Prepares signs, fliers, pathfinders, booklists, and other customer aides.
- Participates in meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the department.
- Participates in professional meetings, workshops, and conferences and continuing education programs as appropriate.
- May exercise functional and technical supervision over assigned library clerical, part-time, and volunteer personnel.
- May act as Circulation Supervisor, as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications of automated library circulation system.
- General principles of public library services and programs.
- Library classification and cataloging, and bibliographic terminology and practices.
- Principles, practices, and techniques of public relations, 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.
- Modern office practices and technology, including personal computer hardware and software 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:

- Perform varied library work accurately and under minimal supervision.
- Access, retrieve, enter, and update information using a computer workstation.
- Learn, interpret, and apply Federal, State, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
- Schedule and coordinate projects; set priorities; adapt to changing priorities.
- 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 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 graduation from an accredited four-year college or university with major coursework in Library Science or a related field. Some technical library experience is highly desirable.

Library Assistant II:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in library services.

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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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.

WORKING CONDITIONS

Required to work flexible schedules including evenings, weekends, and holidays.