

LIBRARY ASSISTANT II

Position Code: 1420

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 341 (\$24,342 - \$38,069)

Location: Library

Approval Date: 2010

General Statement of Duties

Performs varied paraprofessional and clerical work in the library.

Distinguishing Features of the Class

An employee in this class provides customer service in the Adult Services, Youth Services, Technical Services, or Circulation Divisions. Library assistants must exercise judgment in the interpretation and application of library practices, rules, and regulations. Assignments involve considerable public contact; courtesy and tact in dealing with the public as well as other staff members is essential. Work is performed under the supervision of a Librarian, Circulation Manager, or Library Associate. May be asked to serve as lead worker in assigned area on selected nights and weekends. Performance evaluation includes customer service effectiveness and accuracy of work activities through daily observations, discussions and review of completed work.

Duties and Responsibilities

Assists in meeting the needs of library patrons.

Implements established policies and procedures under the direction of supervisory staff and communicates policies to library patrons.

Shelves, straightens and maintains shelf order according to the Dewey Decimal System.

Assists patrons in the use of library technology, including public access computers, the online library catalog, the self-checkout stations, copiers, fax machines, microfilm and microfiche readers as required by each division.

Provides reference and information services to library patrons as required by each division.

Provides information and customer service over the telephone as required by each division.

Assists patrons in material selection and location.

Performs clerical support duties such as typing documents, processing mail, filing, preparing reports, cataloging materials, and maintaining patron records as required by each division.

Performs other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of library procedures, methods, materials and practices.

Working knowledge of books and authors, in general or in children's specifically.

Working knowledge of computers, audio-visual equipment and other equipment in the library.

Working knowledge of the circulation, reader's advisory, and basic library procedures.

Working knowledge of business math and English.

Some knowledge of the theory and objectives of a public library system.

Ability to establish and maintain effective working relationships with employees, supervisors, volunteers and patrons.

Ability to operate a computer including access and use of the Internet, and to explain the basic use to patrons.

Ability to type accurately at a reasonable rate of speed.

Ability to assign and monitor the work of and to train pages and volunteers.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, standing, walking, reaching, grasping, fingering, talking, lifting, bending, pushing, pulling, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; up to 10 pounds of force frequently; and a negligible amount of force constantly to move objects.

Must possess the visual acuity to maintain records, read book spines, count money and operate a minicomputer.

Minimum Education and Experience

High School Diploma or GED and one to three years of clerical experience, including experience working with the public and in a library; or an equivalent combination of education and experience.