



Library Aide

Purpose of the role:

Under supervision, performs a variety of general clerical and routine technical duties in support of library programs, operations, and services; and performs related duties as assigned.

Distinguishing Characteristics:

The Library Aide is the entry-level class in the non-professional Library series providing general clerical and routine technical support to assigned operations. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to other Library classes and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience and proficiency are gained, assignments become more varied and may require the use of judgment and independence within clearly established guidelines.

The class of Library Aide is distinguished from the class of Library Assistant in that incumbents in the Library Assistant class perform more difficult and complex paraprofessional library support services.

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.

Essential Duties and Responsibilities:

- Assists patrons at the Circulation Desk; checks materials in and out; registers patrons and issues library cards; creates and maintains patrons records; processes overdue library material; receives and prepares receipts for money received; answers questions and provides information to patrons.
- Organizes library materials for re-shelving; inspects returned materials including books, publications, video tapes, and DVDs for damage; performs simple mending and repair of materials as necessary.
- Participates in maintaining accurate bibliographic records on the library's online database and other databases; enters data; performs copy cataloging searching of the local database; searches remote databases and captures and exports records.

- Participates in ordering materials including periodicals, book stock, and audio visual material; searches database for duplicate records of new titles prior to ordering; captures and downloads records; creates purchase orders; places orders with vendors; inspects books prior to receiving online; checks accuracy of order against bibliographic record in database; invoices materials online including checking accuracy of cost; receives and codes invoices; initiates paperwork for damaged materials prior to returning to vendors; processes returns.
- Participates in the physical processing of materials; types labels; places security tapes; covers books.
- Prepares and tracks notices of overdue materials, collection notices, and materials that are being held in response to patron's requests; contacts patrons to request and provide information; assists patron in resolving problems regarding fines for overdue, lost or damaged material as well as claims returned items.
- Searches shelves for items showing as returned but not found by patrons and staff.
- May participate in training and supervising library pages and volunteers.
- Operates a variety of computer systems related to the provision of library services and records maintenance including performing data entry, inquiry, and systems backup.
- Operates and maintains audiovisual equipment.
- Performs basic clerical duties including maintaining a variety of records and generating various reports.
- Assists the professional staff where needed.
- Performs related duties as required.

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:

- Basic library services, practices and terminology.
- Methods and techniques of proper public desk and phone etiquette.
- English usage, spelling, grammar, and punctuation.
- Library equipment and resources including ROM readers, computer system, computer terminals, indices, and common reference tools.
- Basic office procedures, methods, and equipment including computers.
- Basic computer applications such as word processing, spreadsheets, and databases.
- Basic records management principles and procedures including record keeping and filing principles and practices.
- Mathematical principles.

***Desired
Minimum
Qualifications:***

Ability to:

- Perform a variety of clerical and office support duties of a general and specialized nature in support of library operations.
- Select materials for patrons by determining patron's interests, needs, and abilities.
- Learn the organization, operation, and services of the Library and of outside agencies as necessary to assume assigned responsibilities.
- Learn to correctly interpret and apply general administrative and departmental policies and procedures.
- Learn and effectively utilize various computer applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Establish and maintain a variety of files and records.
- Prepare routine correspondence and memoranda.
- Perform routine mathematical calculations.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, and outside agencies.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer-Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education and
Experience
Guidelines:**

Education:

Equivalent to completion of the twelfth grade.

Experience:

One year of general office support or clerical experience. Experience in a public library is desirable.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license is required.

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.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, books, and documents and material weighing in excess of 25 pounds; reach for and lift books repetitively; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; regular interaction with co-workers and library patrons

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03
Date Revised: