



Library Assistant

Purpose of the role:

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

Distinguishing Characteristics:

The Library Assistant is the journey-level class in the non-professional Library class series. Incumbents perform a wide range of technical and paraprofessional library support services in assigned area of the library system. Positions at this level are distinguished from the Library Aide level by the performance of the full range of duties as assigned, working independently, applying well-developed technical and paraprofessional knowledge, and exercising judgment and initiative. Assigned work requires the use of judgment in selecting appropriate procedures, conducting transactions with customers and the public, and solving routine and non-routine problems based on knowledge gained through experience. Positions at this level 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. Work is normally reviewed only on completion and for overall results. This classification is not expected to handle the more technical reader's advisory services or reference questions on an on-going basis. Further, positions assigned to this level do not perform the range of specialized duties assigned to positions in the Senior Library Assistant class, including collection development and management duties.

The class of Library Assistant is distinguished from the class of Library Aide by the higher level of difficulty and complexity of the work performed and the higher degree of independence of action.

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:

- As assigned, trains Library Pages, volunteers and other new or less experienced personnel on library policies and procedures; schedules and oversees activities.
- Participates in overseeing the day-to-day operations and services of the Circulation Desk to ensure library materials are accessible to patrons and to provide the means for patrons to check out materials; assists in hiring, training, scheduling, and supervising Library Pages responsible for re-shelving library materials and assisting patrons with library machinery and retrievals; participates in maintaining the computer system including to perform back-ups, shutdown, and terminal resets; prints notices and reports; performs the full range of circulation desk services and functions.

- Participates in overseeing the day-to-day operations and services of the Processing Unit; assists in hiring, training, scheduling, and supervising employees and volunteers to ensure supply of new materials for the Library; oversees and participates in the purchasing of necessary production materials, maintaining production levels, and accurately labeling and packaging library materials.
- Maintains standing orders for the Library; places orders with vendors; ensures orders are received, checked in, added, and paid for in a timely manner; contacts vendors to return damaged books and receive replacements, to claim expected standing orders that have not been received, and to resolve account problems.
- Participates in overseeing the day-to-day operations and services of staff responsible for ordering assigned materials for the main library and branch including audiovisual materials and children's materials; assists in establishing accounts and serving as liaison between vendors and staff; performs the full range of ordering duties including checking database for duplicates, capturing bibliographic records, ordering, receipting, and invoicing materials, and placing orders.
- Performs a full range of paraprofessional and technical duties in support of the Cataloging Unit; enters new bibliographic data into database; performs copy-cataloging functions; updates older bibliographic records according to current library cataloging standards.
- Performs routine reference and reader's advisory services for either adult and/or children's programs; prepares and presents children's programs and story times; conducts school tours and visits.
- Answers standard questions regarding library services; provides information to library users, including use of card catalogs and book catalogs on microfilm, operational policies and referral to appropriate library departments.
- Maintains assigned collection areas; repairs, discards and replaces items as necessary; utilizes professional reviews and catalogs to recommend selection of new materials.
- Operates a variety of computer systems related to the provision of library services and records maintenance including performing data entry, inquiry, and systems backup.
- Copy catalogs bibliographic records; edits library database records for circulating, reference, and electronic reference materials; adds items to records and completes item work.
- Maintains records, logs and prepares summary reports; designs, edits, and maintains computerized databases, spreadsheets, and templates.
- Provides technical support to staff and patrons in the operations of computer equipment; troubleshoots and resolves workstation hardware and software problems; installs and sets-up workstations, hardware components, peripherals, and software; provides user training and prepares procedures as necessary; performs computer backups; maintains hardware and software inventories; supervises the ordering of computer supplies.
- Prepares materials for use in publicizing and presenting library programs including press releases, flyers, and signs; prepares handouts and audiovisuals in support of individual programs.

- Operates audiovisual equipment and arranges for its maintenance by outside vendors.
- 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:

- Organization, operation, and services of the Library as necessary to assume assigned responsibilities.
- Terminology and basic practices related to paraprofessional work in a public library.
- Principles and practices used in the technical processing of materials in print and non-print formats.
- Cataloging, classification, resources, and reference materials utilized in a library.
- Library computer processes and functions.
- Methods and techniques of proper public desk and phone etiquette.
- Basic practices and procedures of collection management.
- Principles and practices lead supervision.
- Operation of library equipment, systems and support tools, including ROM readers, computer system, computer terminals, indices, and common reference tools.
- Records management principles and procedures including record keeping and filing principles and practices.
- Report preparation principles and procedures.
- Office procedures, methods, and equipment including computers.
- Basic computer applications such as word processing, spreadsheets, and databases.
- English usage, spelling, grammar, and punctuation.
- Mathematical principles.

***Desired
Minimum
Qualifications:***

Ability to:

- Perform a variety of technical and paraprofessional duties of a general and specialized nature in support of library operations.
- Instruct, coordinate and schedule clerical library staff.
- Evaluate work methods and recommend improved procedures.
- Interpret general library policies, procedures, and facilities to the general public and staff.
- Establish, maintain and update accurate records and files.
- Prepare clear and concise reports, correspondence and memoranda.
- Perform routine reference searches using available reference tools.
- Select materials for patrons by determining patron's interests, needs, and abilities.
- Learn and apply technical expertise in area of assignment.
- Learn and effectively utilize various computer applications.
- 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.
- 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 supplemented by specialized or college level course work in library science.

Experience:

Two years of responsible clerical and routine technical experience in a library comparable to a Library Aide with the City of Thousand Oaks.

Licenses; Certificates; Special Requirements:

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

Physical and Environmental Conditions:

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: 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: