

LIBRARY

Library Assistant

DEFINITION

The Library Assistant performs many support activities involved in operating a library by assisting the professional librarians following established rules and procedures and policies. May assist in the administration of the library in the absence of a professional librarian. Library Assistants work directly with the public to help them find the information needed. Library Assistants may work on special projects.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Participates in work at the circulation desk(s) such as processing interlibrary loans, reserving books in accordance with department guidelines.
- Provides information and assistance to library patrons; provides instructions on the effective use of resources and technology.
- Monitor computer use and train patrons and staff on computer use in accordance with library policies.
- Exhibit and maintain poise in a busy setting serving patrons and staff with high expectations.
- Instructs patrons in the use of various library media and equipment, and has working knowledge of all library equipment.
- Fields telephone inquiries, receives and processes overdue fees and fines, as well as handle a great many details, some simultaneously, in a prompt and efficient manner.
- Orients patrons to the library by informing them of services available and the location of media, by performing readers' advisory services, and by training public on access and use of the library catalog.
- Records departmental statistics as necessary.
- Provides reader's advisory and reference services.
- Regularly staffs circulation, children's room, and reference desks.
- Develops clever marketing techniques and displays to encourage patron discovery of library materials.
- Provides reference services for patrons, assists in locating reference sources and instructs in their use (including online databases and other resources).
- Troubleshoots and instructs patrons on computer technology.
- Ability to learn about innovative technologies to be able to assist the public.
- Troubleshoot computer and network problems.
- AV board operation and troubleshooting knowledge of associated audiovisual equipment.
- Assists in the promoting of programs for patrons.

- Conducts new user orientations.
- Performs related duties as required.

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

ACCOUNTABILITY

The nature of work means that errors are usually detected in succeeding operations. Consequences of errors, missed deadlines or poor judgment may include time loss caused by back checking by others and slowdowns in the processing of the work. Errors are generally confined to a single department, such as billing or accounting errors and/or failure to check a subordinate's performance.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. Judgment is required in analyzing interactions and situations with patrons.

COMPLEXITY

The majority of the work consists of simple, routine or repetitive tasks and/or operations with few variations in well-known or established procedures.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Incumbent has access at the departmental level to a variety of sensitive and confidential information.

EDUCATION AND EXPERIENCE

Bachelor's Degree or equivalent required, with additional course work in library science preferred; one- (1) year's prior relevant work experience; or any equivalent combination of education or work experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge of library science and services; computers/technology; bibliographic sources of information.

Must have ability to maintain appropriate records and reports of activities; apply principles of library science; communicate with associates and the public in a courteous manner; use diplomacy and tact to establish and maintain relationships with staff, outside businesses, organizations, and patrons; troubleshoot computer and network problems.

WORK ENVIRONMENT

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Schedule may require work on evenings and weekends.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves sitting, standing, walking and stooping. May be required to lift objects such as files, boxes, library materials equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the requires motor skills for activities such as moving library materials, using office equipment, including but not limited to telephones, personal computers, and other equipment. Word processing skills are required.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.