



**NOVEMBER 2016**  
**FLSA: NON-EXEMPT**  
**Bargaining Unit: GE**  
**JCN: 7601/7602**

## **LIBRARY ASSISTANT I/II**

### **DEFINITION**

Under immediate or general supervision, performs library ~~office~~administrative support—and, paraprofessional library and ~~public contact work~~customer service duties; provides ~~checkout, return, registration and~~ circulation ~~desk~~ services; uses and updates computer ~~data bases~~databases; and performs related duties as assigned.

### **DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED**

Receives immediate or general supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

Library Assistant I: This is the entry-level class in the library ~~paraprofessional support~~assistant series. Initially under ~~close~~immediate supervision, incumbents perform the more routine duties while learning County policies and procedures, and becoming familiar with library systems and practices. ~~This class is alternately staffed with Library Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency, which meet the qualifications of the higher-level class.~~As experience is gained, assignments become more varied and are performed with greater independence. Positions at the I-level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Library Assistant II: This is the ~~experienced class~~fully qualified journey-level classification in ~~this the~~ Library Assistant series;. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned ~~to all locations within the library system.~~ Incumbents exercise some ~~independence of, working independently, and exercising~~ judgment ~~in the application of library and initiative.~~ 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 ~~and performance of patron support services.~~the work unit.

This class is distinguished from ~~Senior~~Sr. Library Assistant in that the latter is the lead ~~and/or specialist~~ level in the series, responsible for the function of a small branch or for performing the more complex, technical library support services.

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, 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.

### **EXAMPLES OF DUTIES/TYPICAL JOB FUNCTIONS (Illustrative Only)**

- > Conducts circulation activities, including checking library materials in and out, registering and issuing cards, calculating and collecting fines and fees, and explaining County library circulation policies and

procedures.

- Assists library professional staff with reference duties and children's programming, and refers difficult problems to appropriate supervisory or professional staff members.
- ~~Responds to basic patron requests for information and materials; refers questions of a technical or reference nature to appropriate staff members.~~
- Contacts patrons regarding overdue books and materials; receives, verifies, and releases materials for on-line reserve requests.
- ~~Sorts books, and related materials according to alphabetical, numerical, and categorical systems; collects, stacks, shelves, and re-shelves library materials.~~
- ~~Processes library card applications and issues library cards; maintains records of current patron information utilizing the library automation system.~~
- ~~Receives, researches, and responds to patrons' reference requests; locates and provides requested materials and information; assists and instructs patrons in the proper use of library equipment and reference sources including internet, electronic databases, and other technology devices.~~
- ~~Reserves library materials and notifies patrons of their availability; initiates and processes inter-library loan requests.~~
- ~~Performs basic cataloging of books and related library materials.~~
- ~~Monitors the condition of books and materials and performs necessary binding and repairs.~~
- ~~Assists with the development of library collections, including ordering, purchasing, distribution, and use of books and other materials in area(s) of specialization; reviews and recommends the acquisition of new materials for the library's collection; identifies materials to be removed from the collection.~~
- ~~Assists in the development of a variety of library-related literature-based and educational programs and activities.~~
- ~~Prepares branch bank deposits.~~
- Prepares and maintains reports referring patrons to collections; maintains records and files related to library services activities and projects.
- ~~Assists in ensuring the proper maintenance and use of library equipment.~~
- ~~Performs standard office support work such as answering telephones, maintaining files, and operating computer terminals and standard office equipment.~~
- Maintains subscription orders and renewals; records receipt of serials.
- ~~Unpacks, sorts and distributes book shipments; processes library materials for circulation.~~
- Orders office and library supplies.
- ~~Performs standard office support work such as answering telephones, maintaining files and operating computer terminals and standard office equipment.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~Performs other related~~ duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

#### **Library Assistant I:**

#### **Experience:**

~~One year of experience in public information, office support or library support duties~~ *Some knowledge and abilities may be performed by positions at the entry (I) level in a learning capacity.*

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#### **Library Assistant II:**

**Experience:**

~~In addition to the above, one year of experience in providing library patron and paraprofessional support at a level equivalent to the County's class of Library Assistant I.~~

~~Must possess a valid driver's license.~~

**Other Requirements:**

**Knowledge of:**

- General public library services, organization, and functions.
- Books, authors, and general reference sources.
- ~~Basic public desk etiquette, telephone etiquette and communication skills.~~
- Business arithmetic, including percentages and decimals.
- Library classification, cataloging, and bibliographic terminology.
- Applicable federal, state, and local laws, codes, and regulations.
- Standard office practices and procedures, including the use of standard office equipment and computers.

**Skill in:**

- ~~Interpreting Principles~~ and ~~applying techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
- ~~Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.~~
- ~~The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.~~
- ~~Modern equipment and communication tools used for business functions and program, project, and task coordination.~~
- ~~Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.~~

**Ability to:**

- Interpret and apply library procedures and policies.
- ~~Making Make~~ accurate arithmetic computations to determine overdue fees, cash balances, and related tasks.
- ~~Performing Perform~~ office support work, including preparing reports and other written material, and maintaining accurate records and files.
- ~~Using sound~~ Understand and following oral and written directions.
- Perform a variety of technical and clerical library work with speed and accuracy.
- Perform routine clerical work, including maintenance of appropriate records, mathematical calculations, and compiling information for reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within ~~established~~ general policy and

procedural guidelines.

- Operating Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### Education and Experience:

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Library Assistant I: Equivalent to graduation from high school, supplemented by college-level coursework in liberal arts, or a related field and one (1) year of experience in customer services, office support, or library support duties.

Library Assistant II: In addition to the above, one (1) year of experience providing library patron and paraprofessional support at a level equivalent to the County's class of Library Assistant I.

### Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

### PHYSICAL DEMANDS using

- Must possess: mobility to work in a standard office setting and use standard office equipment—, including mainframe and desktop computers; vision to read printed materials and digital displays; The standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

- Understanding and following oral and written directions.

- Dealing tactfully and effectively with a variety of individuals, including patrons, library staff and the general public.

### ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

*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.*

**Environment:** Work is primarily performed indoors in a library setting. Work schedules may be non-standard and include evenings and weekends.

**Physical:** Primary functions require sufficient physical ability to work in a library setting and operate library and office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents; hear in the normal audio range with or without correction. **Frequent,** standing, walking and reaching; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold;

~~lifting objects that weigh up to 15 lbs. carrying, pushing objects that weigh up to 25 lbs. Occasional bending; Infrequent sitting; lifting objects that weigh more than 15 lbs., carrying, pushing objects that weigh more than 25 lbs.~~

### **HISTORY**

~~PA # LA2.1-2—JCN: 7601/7602~~

~~Revised October 1996~~

~~Revised: February 2013 HRD~~

Employees work is primarily performed indoors in a library setting, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

Must be willing to work evenings and weekends as required. Must be willing to work at various branch libraries.