

**CITY OF LINCOLN**  
**LIBRARY ASSISTANT**

*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 qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, performs a wide variety of library support services related to patron assistance, circulation, automation, acquisitions, and processing; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs customer service duties as assigned; performs related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Library Assistant** is a position in which incumbents are expected to independently perform the full scope of assigned library support duties. This class is distinguished from the class of Library Coordinator in that the latter has supervisory and management responsibilities. This class is distinguished from the class of Librarian I/II in that the latter is a professional position that provides more specialized library services.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Library Coordinator or Director of Library Services/Library Manager. Incumbents of this class do not routinely exercise supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Staffs the circulation, reference, and children's reference desks and provides superior customer service at these desks.
- Educates patrons about the Library Code of Conduct, to ensure a positive experience for all patrons.
- Assists patrons with the online catalog, computers, self-checkout machines, and other library equipment and electronic resources. Demonstrates and educates patrons in the proper use of the equipment and assists when standard issues arise.
- Performs circulation activities, including checking library materials in and out, registering library patrons and issuing library cards, placing holds, and explaining and implementing library policies and procedures.
- Assists patrons with information inquiries, whether in person, by phone, e-mail, or official social media channels. These inquiries may include directional, informational, reader's advisory, and basic reference questions.
- Assists patrons with locating materials within the library and informs patrons of library services and resources. Suggests alternative or additional resources where appropriate.

## LIBRARY ASSISTANT

Page 2

- Maintains the library in a neat and orderly condition, including by shelving library materials.
- Supports the maintenance of the library collection, including by weeding outdated or damaged material; removing damaged items from circulation at service points; and repairing library materials.
- Processes, catalogs, and prepares new materials for circulation following established procedures.
- Suggests new materials to benefit the library collection.
- Receives payments in cash, checks, and credit/debit cards, records payments in the Library computer system, provides receipts reflecting transactions, and addresses routine overdue and library customer circulation record issues and escalates more complex concerns.
- Balances the cash drawer on a daily basis.
- Communicates with patrons about missing and damaged items and related fees.
- Plans and implements library programs and events as directed
- Prepares marketing materials, public information, and event calendars for supervisor review and distribution.
- Creates assigned book displays.
- Performs opening and closing procedures.
- Maintains records and files and compile statistics on related library services, materials, and projects.
- Perform general clerical duties as necessary and operate library related office equipment.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.
- Perform related work as required.

### **WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing documents and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Library Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of general clerical experience and a high school diploma.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

- Principles, policies, and procedures of public library services, including library cataloging, classification, selection, and reference;
- Library equipment, software, and resources used for circulation, cataloging, selection, and reference, including computer systems and program, information resources, and Internet resources.
- Effective and positive customer service;
- Proper English spelling and grammar, and basic principles of mathematics;
- Modern and standard office procedures, practices, software, and equipment;
- Record keeping and report preparation and writing;
- Occupational hazards and standard safety practices.

**Ability to:**

- Participate in a variety of technical and paraprofessional tasks relating to providing library services, including researching and utilizing reference systems; developing and implementing library programs; assisting patrons; and using code and other technical cataloging standards.
- Analyze situations appropriately and adopt effective courses of action, including referring complex situations to supervisors.
- Interpret, explain and apply applicable administrative and departmental policies and procedures.
- Work independently and as part of a team, including the ability to prepare clear and concise reports and keep accurate records; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships
- Work with staff and patrons from diverse backgrounds and cultures
- Observe safety principles and work in a safe manner

**Skill to:**

Operate an office computer and a variety of word processing and software applications.