

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)*

- Maintains the library in a neat and orderly condition.
- Assists in training patrons with the online catalog programs, computers, self-checkout machines, and other library equipment and electronic resources. Demonstrates and trains in proper use of the equipment and assists when issues arise and escalates complex concerns.
- Assists the public with library materials including checking materials in and out, issuing library cards, collecting fines and payments for lost and damaged materials, updating library customer records and placing holds on materials. Answers directional, informational, reader's advisory and basic reference questions, directs customers in locating the materials within the library, and assists patrons through redirection and referral to alternative library resources.
- Receives payments in cash, checks, and credit/debit cards, provides receipts reflecting transactions, and addresses minor overdue and library customer circulation record issues and escalates more complex concerns.
- Mends and repairs library books and non-book materials.

LIBRARY ASSISTANT

Page 2

- Prepares marketing materials, public information, and event calendars for supervisor review and distribution.
- Creates assigned book displays.
- Performs opening and closing procedures.
- Plans and implements library programs as directed, including activities related to the appropriate customer base's age group.
- Maintains files of information on various subjects; assists with inventory of library materials.
- Faxes, scans, and creates copies when necessary for patrons.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.
- Staffs the circulation, reference, and children's reference desks and provides superior customer service at these desks.

PHYSICAL, MENTAL AND ENVIRONMENTAL 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, SKILLS AND ABILITIES: *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

Knowledge of:

Standard library routines, procedures and services; standard library automated circulation and borrower services; library cataloging and classification systems; information sources and methods; collection evaluation and materials selection techniques; applicable federal, state and local laws, codes and regulations; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Skill to:

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

Ability to:

Perform a variety of technical and paraprofessional library support services related to patron assistance; use coding and other technical cataloging standards; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Salary Range:	Refer to Professional/Administrative Salary Schedule
FLSA:	Nonexempt
Employee Group:	Professional Administrative, Local 39
Effective:	July 1, 2017