

JOB TITLE: Library Assistant

DEPARTMENT: Library

REPORTS TO: Library Associate, Lead

PRINCIPAL PURPOSE OF JOB: Responsible for Library public or technical day-to-day service functions with specialty skills in either or both areas. The position serves as customer service representative, helps present a positive library image, participates in Library staff meetings, and assists in the development and implementation of innovative services.

LEVEL OF AUTHORITY: Performs duties based on established policies and procedures. Errors in judgment could impact the Library's resources and public acceptance of programs, protection of patron confidentiality, personnel, and facilities.

WORK ENVIRONMENT: Work is performed primarily in an indoor office setting.

#### ESSENTIAL JOB FUNCTIONS

Duties and responsibilities shown in these sections are intended to recognize the functions common to public services and technical services positions as well as the specialty areas applicable to each position. Public service duties include matters such as checking and loading carts, shelving, calling holds, patron calls, issuing cards, as well as assisting on inter-library loan or children's library services. Technical service duties include matters such as receiving and checking incoming materials, downloading records and copy cataloguing, searching records, updating databases, working with Librarians, or text, audiovisual, and other material labeling, bar coding, and repairs.

#### Examples of common duties and responsibilities:

1. Facilitate and help day-to-day public service and technical service communications, work flow, training, cross training functions, and serve as a resource on Library and specialty areas policies and procedures to new Library Assistants, Pages, Docents, and Volunteers.
2. Respond to public inquiries; provide information within scope of knowledge and refer to other employees as appropriate.
3. Open or close the Library and perform duties such as computer and catalogue start-up, check-outs, and troubleshooting, or picking up materials, and tidy-up duties.
4. Monitor security, safety, and protection of patron confidentiality; also explain and enforce Library rules.

5. Participate in staff meetings and assist in the development and implementation of innovative customer services such as new forms or procedures, music or other acquisition suggestions, assisting in children's library, inter-library loan functions, or promotions and displays.

Examples of responsibilities for public services:

1. Help patrons with Library locations and procedures, perform check outs, and update patron records on the computer.
2. Calculate and collect funds due from the public and operate cash register.
3. Receive Library print and non-print materials, update patron's records on the computer, and reintroduce materials into circulation system.
4. Process new and replacement patron cards, collect fees, and help orient new patrons.
5. Perform customer service duties such as room sign-ups, answering phone calls and questions, providing information or referral, putting out magazines and newspapers, doing library walks, pushing in chairs and tidying up, or helping patrons with pay copy machines.

Examples of specialty area duties and responsibilities for public services:

6. Respond to public inquiries, including Children's Library readers advisory and reference questions, and assist in developing and implementing children's reading, craft and story time programs.
7. Process inter-library loans from initial patron request to searches, due date and bar coding, and delivery of borrowed material. Also responsible for return of materials, and tracking and assessments involved with matters such as lost books or overdue items.

Examples of responsibilities for technical services:

1. Perform receiving duties such as checking incoming orders and packing invoices, loading carts, identifying damaged books or other materials and doing returns, interfacing with adult or children's librarians, or setting up processing slips and updating databases.
2. Perform technical processing services necessary to prepare and introduce print (books, periodicals, etc.), audio and visual materials, CDs, or other materials for circulation. Duties include matters such as patron holds, searching records to download editing, or preparing labels and bar codes.
3. Repair damaged Library materials as required this includes checking covers and texts for books and magazines, AV materials, and sending out to bindery for materials that cannot be repaired in-house.

4. Participate in day-to-day activities to improve work flow, as well as improvements to processing, covering, and repair of AV, magazines, text, or newer materials like CDs.

#### ADDITIONAL JOB FUNCTIONS

1. May perform portions of the work of other positions, as needed.
2. Perform other duties and responsibilities as required.

#### QUALIFICATIONS

##### Technical

1. Prefer one to two years of customer service and problem solving related experience or equivalent. Prior library related experience preferred.
2. Prefer at least a high school education or equivalent.
3. Must have ability to work independently in a multi-tasking customer service setting.
4. Must have excellent verbal and written communication skills.
5. Must have the ability to work with numbers accurately and understand verbal and written instructions.
6. Must have computer ability to explain and adequately utilize automated library catalogue and circulation systems.
7. Must be bondable.

A combination of training and experience that provides the requisite skills and abilities may be considered.

##### Physical

1. Strength, for example, to push loaded book cart weighing approximately 300 pounds on level floor, to lift or maneuver onto cart loads up to 30 pounds.
2. Ability to bend, stoop and lift for prolonged periods in cramped spaces.
3. Ability to sit and use computer workstation, including keyboard and visual display terminal, for extended periods of time.
4. Ability to use hands to grasp and pinch library materials for a prolonged period.

## Other

1. Ability to communicate effectively, patiently and courteously with City employees, patrons and other community members and be responsible for protection of patron confidentiality.
2. Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model.
3. Ability to work a schedule including weekday, evening, weekend and morning hours.

## Use of Tools and Equipment

Office equipment, such as; computer, typewriter, adding machine, microfiche reader, paper cutter, fax, copier, telephone and postage meter. May use various tools for book and other library material repair.

## OTHER

1. Pursuant to the Child/Adult Abuse Information Act, RCW 43.43.830 through 43.43.845, background investigations will be conducted on all City of Anacortes Library prospective employees, volunteers, and docents who will or may have unsupervised access to children under sixteen years of age, developmentally disabled persons, or vulnerable adults. The background check is for initial employment decisions only.
2. As an absolute condition of employment, employees are required upon hire to sign a drug-free workplace agreement and an agreement not to use tobacco products of any kind while on the job.
3. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.
4. Following an offer of employment, and prior to starting work, individuals may be required to have a pre-employment physical examination by a physician designated by the City of Anacortes. The examination will be paid for by the City. Satisfactory clearance to perform essential job functions will be required for employment.

**Are you able to perform the essential function of this job, with or without accommodation?**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**If testing is required, will accommodation be necessary?**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**