

CITY OF ARCADIA
LIBRARY ASSISTANT

DEFINITION

Under immediate supervision provides basic information to patrons and general customer service; performs a variety of clerical tasks in support of various library services and functions.

DISTINGUISHING CHARACTERISTICS

The Library Assistant is the training, entry level in the Library Technician class series. Positions at this level typically perform general and varied clerical duties and may perform some technical tasks in a front-line location and assist patrons with information needs for various resources and materials. Incumbents also assist librarians and other staff with routine library operations services as assigned. Work is supervised while in progress and is completed within established policies and procedures and does not require independent judgment in decision making. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Depending on the assignment duties may include, but are not limited to:

Answers directional or basic reference questions; determines patron needs and assists patrons in locating books, periodicals and other print and non-print materials; instructs patrons on use of print, online and other library resources; searches for reserve requests, places materials on hold and prepares materials for transit; rotates periodicals as needed; accepts donated materials and prepares receipts; processes library materials.

Issues new or replacement cards for patrons; checks in/out library materials; retrieves materials placed on hold and pulls expired/lapsed holds; collects payments for services or fines and resolves basic patron account issues.

Collects data and information for library activity reports and statistics regarding circulation and reference services.

Provides basic technical support to patrons in the uses and operations of computers and other equipment.

Assists with library programs including book discussion groups, story hours, class visits and book talks; prepares displays; sets up audio/video equipment and craft supplies; may conduct teen or children's programs following established procedures.

Submits inter-library loan requests; retrieves and sends books to other libraries or places on hold shelf; monitors and follows up on overdue materials.

Assists with facility maintenance functions including turning on/off lights and computers, unlocking or locking doors and gates, reporting facility or security issues promptly and keeping library facility clean.

May be responsible for ordering library supplies.

Perform a variety of library clerical duties including designing and creating flyers, posters, and a wide variety of program support; types, sorts, duplicates, and files cards and other materials; maintains a variety of records.

Operate a variety of office machines including computers, typewriters, cash registers and copiers.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Public desk etiquette and customer service practices.

Basic filing procedures.

Basic mathematical principles.

English usage, spelling, grammar and punctuation.

City ordinances, codes, procedures and practices regarding Public Library services.

Operation of library equipment, library information systems and support tools, including personal computers, copiers and fax machines.

Skill to:

Operate modern office equipment including computer.

Type and enter data at a speed necessary for successful job performance.

Operate a variety of audio-visual and specialty equipment including projection system, poster printer, die-cut machine, label-maker, laminator, and specialty cutters.

Ability to:

Understand, interpret, explain and apply library rules, regulations and policies.

Provide basic collection maintenance support by collecting data and completing other record keeping tasks related to library collections.

Learn Dewey Decimal system.

Perform routine clerical library work with speed and accuracy.

Provide general assistance to patrons.

Process and shelve library materials.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

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

Minimum Qualifications:

Experience:

One year of customer service experience involving public contact. Experience working in a library is desirable.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and lift, carry, push, and pull 20-30 lbs.

Effective Date: June, 2021