CITY OF ST. HELENA

LIBRARY ASSISTANT I/II

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, learns to perform and performs a wide variety of technical and 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:

Library Assistant I
The Library Assistant I is the entry level position in the library system in which incumbents perform the more routine library service functions, including circulation desk duties, selection and preparation of materials, acquisition and routing of materials, weeding and shelf-reading books, and assisting in the preparation of programs. Initially under closer supervision, incumbents learn to perform functions within established guidelines. This classification is alternatively staffed with Library Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level class.

Library Assistant II
The Library Assistant II is the journey level position in which incumbents are expected to independently perform the full scope of assigned library support duties. Incumbents may provide direct supervision over volunteer staff in the assigned service areas such as technical services, youth services, and circulation. This class is distinguished from the next higher classification of Senior Library Assistant in that the latter requires a broader and more detailed understanding of library operations, has supervision responsibilities and performs duties involving a higher level of complexity and difficulty.

SUPERVISION RECEIVED/EXERCISED:

Library Assistant I
Receives supervision from a Senior Library Assistant, or a Librarian I, II, or Senior Librarian. May also receive supervision from the Director of Library Services. May exercise direct supervision over assigned volunteer staff.

Library Assistant II
Receives general supervision from a Senior Library Assistant, or a Librarian I, II, or Senior Librarian. May also receive supervision from the Director of Library Services. May exercise direct supervision over assigned volunteer staff.

ESSENTIAL FUNCTIONS: (include but are not limited to the following)
• Assists patrons at the Circulation Desk; checks in and checks out materials; prepares materials for return to the circulating collection; registers new patrons.

• Assists patrons at the Reference Desk; responds to in-person and phone requests for library materials, services and information; assists patrons and explains the use of computers as well as other related equipment available for general public use.

• Demonstrates a full understanding of applicable policies, procedures and work methods associated with assigned duties.

• Assists in the coordination of basic public service functions, including organizing story hours, class visits, reading programs, assisting readers with library resources, answering reference questions, setting up displays, and other public services activities.

• Processes inter-library loans; assists with requests for materials not available in local collection; prepares displays, bulletin boards, and bibliographies; assists in coordinating materials for special programs.

• Assists in updating and maintaining the Library’s collection; orders, invoices, receives and tracks materials selected; operates and maintains a variety of computer and automated office systems related to library services and record keeping; posts, files, maintains, and enters records; compiles data and prepares summary reports.

• Opens and closes branch library facilities, coordinates building and equipment maintenance and supply needs with system-wide personnel.

• Provides reference services, indirectly supervised by professional staff, answering all types of reference questions, including fact-based, more complex and reader’s advisory questions.

• Operates a variety of computer systems related to library services and record keeping; posts, files, maintains, and enters records; compiles data and prepares summary reports; maintains records of all Inter-Library Loan transactions.

• Assists in the selection and processing of incoming materials for use in the Library collection; selects materials for various sections of the collection; orders books from distributors; downloads cataloging records from a database; assigns proper classification numbers and subject headings.

• Inspects returned materials, including books, publications and video tapes for damage; performs mending, cleaning and repair of materials as necessary; processes audiovisual materials; operates audiovisual equipment and maintains related records and materials.

• Assists in weeding and shelf-reading; removes designated materials from the collection; reorganizes shelved materials through visual inspection.

• Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.
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WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. 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 is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

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 I/II. A typical way of obtaining the required qualifications is to possess the equivalent of:

Library Assistant I
An associate's degree or two years of college.

Library Assistant II
In addition to the above, one year of experience equivalent to a Library Assistant I in the City of St. Helena.

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. The level and scope of the knowledge and abilities listed below vary between the I and II levels.)

Knowledge of:

Standard library routines, procedures and services; standard library automated circulation and borrower services; library cataloging and classification systems; principles of children and youth reader services; a range of American books and media, basic international literature and major current events; information sources and methods; collection evaluation and materials selection techniques; methods and techniques of supervision, training and motivation; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; 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.
Ability to:

Perform a variety of technical and paraprofessional library support services related to patron assistance; use coding and other technical cataloging standards; analyze automated bibliographic records; maintain confidentiality of sensitive information; plan, organize, train, evaluate and direct work of assigned staff; 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; analyze a complex issue, and develop and implement an appropriate response; 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.

Skill to:

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