



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### Library Assistant

Department: Library

Reports to: Library Division Supervisor

Pay Grade H02

Date Established: 5/2014

Date Revised: 05/16/2017

FLSA Status: Non-Exempt

#### **CLASSIFICATION SUMMARY**

The Library Assistant performs a wide variety of technical and clerical library work related to such activities as circulation and assisting patrons. Duties include assisting customers with locating library materials and checking materials in and out, updating patron records, issuing library cards, shelving books, answering patron questions, assessing and collecting fines for overdue books, collecting/emptying the bookdrop, handling money from fines or book sales and repairing library materials as needed.

The job is primarily located in the Library Circulation Division under the supervision of the Circulation Library Services Supervisor, but work assignments may include assisting in other areas of the library, such as Interlibrary Loans, Technical Services or Reference Services. Work shifts may be part-time or full-time and include evening and weekend work.

The job requires knowledge of fundamental library objectives and practices and strong customer service and independent judgment skills to assist patrons with all aspects of library services. The job requires the ability to maintain a collaborative and cooperative working relationship library staff and supervisors, other City employees, and the general public.

The work is conducted in a general office and library environment with stable temperatures and a moderate level of noise.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Provides front-line customer service to library patrons. Checks books and materials in and out. Issues and renews library cards, assists in notifying patrons of overdue or lost items, enters and updates patron records, and handles initial patron complaints and responds or refers complaints to supervisors. Sorts, organizes and shelves books. Collects and sorts books from the library bookdrop, processes "holds" for library patrons, and repairs damaged books.

Assists patrons with public catalog and other reference materials. Helps patrons locate books or other library materials. Reviews shelved books to ensure they are in proper order. Assists with opening/closing library as needed. Provides general assistance to patrons in person and on the phone, answering inquiries and providing information and directions.

May be assigned a specialty task/responsibility such as outreach to the senior center, maintaining the Idaho author's list, recording circulation data for statistical purposes, preparing report of lost/damaged materials, contacting patrons for overdue/lost materials, maintaining order of magazines, pamphlets, cd's, videos and/or other materials, shifting collection materials, preparing labels, processing interlibrary loans, assisting with the book sale, etc.

Assists in other areas of library services as needed.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

## **CLASSIFICATION REQUIREMENTS:**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

### **Knowledge of:**

- Library circulation operations, policies and procedures, including automated circulation and catalog systems;
- Library search methods and techniques to locate materials;
- Effective customer service methods, techniques, and objectives;
- Dewey decimal system and proper alphabetizing;
- General office skills and operation of a personal computer and job-related software applications.

### **Skill and Ability to:**

- Provide effective customer service to library patrons;
- Listen to and comprehend patron requests and use independent judgment to assist as needed;
- Learn and apply library policies and procedures;
- Follow written and oral instructions;
- Operate a computer system used for circulating books and library materials;
- Provide patron services to furnish information on library activities, facilities, rules and services;
- Assist patrons in locating materials to meet their needs;
- Open and Close the Library as needed;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Alphabetize and use the Dewey Decimal System to maintain library collection;
- Respond politely and graciously to interruptions and/or questions that may have been asked numerous times;
- Maintain calm and work effectively with the public to diffuse sometimes difficult situations;
- Answer inquiries and provide information to the public by telephone and in person;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

## **ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High School Diploma or GED is required; and
- General office/clerical, customer service or library experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

## **PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 50 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.