



City of Lake Oswego, Oregon

Job Description

LEAD LIBRARY ASSISTANT

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 143

Job Code: 1016

Summary

Under the general supervision of the Library Manager of Circulation Services, positions in this classification are responsible for organizing and leading the work of lower level employees in the support services areas of public services materials movement, and outreach services within the circulation division of the library department. Incumbents perform duties of an advanced nature related to the operation of the circulation department and delivery of outreach services, including scheduling, providing technical assistance to and directing the work activities of lower level employees, and coordinating services with staff in all divisions of the library. Provide specialized administrative support to relieve and assist library management.

Distinguishing Characteristics

This is the lead worker level in the Library Assistant job classification series. Although the Lead Library Assistant will, at times, serve as the Library Person in Charge (PIC) when Library Managers are not on-duty in the Library building, positions in this classification are distinguished from other classifications that serve as the Library PIC in that Lead Library Assistants hold additional, ongoing responsibilities that are more complex in nature, compared to the Library PIC who is temporarily responsible for a limited set of duties. Positions in this classification are distinguished from the supervisory classifications in that Lead Library Assistants do not exercise formal authority in such areas as discipline, grievance resolution, employee evaluation, hiring and promotion decisions.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

This position will act as a lead employee to one of the following support services areas, but may also be required to provide assistance and direction to other support services areas.

Circulation Public Services

1. Coordinates and leads circulation public services operations, including circulation desk activities and supporting customers in utilizing self-service options.
2. In collaboration with the Library Manager, leads public service-related staff meetings and trains staff in all circulation public service policies and procedures, including customer service standards.

3. Assists staff regarding difficult or complicated issues related to circulation technologies, policies or procedures.
4. Responds to more complex public services situations, inquiries and complaints.
5. Leads circulation customer service initiatives by example and through active coaching of staff to meet customer service standards.
6. Performs other duties of a similar nature or level including the full range of duties in lower level Library Assistant positions.

Circulation Materials Movement

1. Coordinates and leads circulation materials movement operations, including materials check-in and courier processing activities, shelving materials, and stacks maintenance.
2. In collaboration with the Library Manager, leads materials movement-related staff meetings and trains staff in all materials movement policies and procedures, including proper use and maintenance of the automated materials handling system.
3. Trains, coaches, and directs the work of staff in shelving operations, including shelving standards, stacks maintenance, and merchandising of materials.
4. Manages training, support and scheduling of materials movement volunteers.
5. Assists staff regarding difficult or complicated issues related to automated materials handling technology, including troubleshooting technical issues and programming sorting schema.
6. Performs other duties of a similar nature or level including the full range of duties in lower level Library Assistant positions.

Outreach Services

1. Manages a centralized outreach schedule and organizes outreach events, collections, and programs in collaboration with staff in all divisions of the library.
2. Attends and participates in outreach events, including driving outreach and pop-up vehicles, providing circulation assistance during visits, and maintaining program equipment, supplies, and materials.
3. Collaborates with partners and community groups to plan, promote, and execute outreach events.
4. Actively participates and coordinates outreach committee work in the Library and at a LINCC level.
5. In collaboration with the Library Manager, monitors outreach budget and provides training and support for outreach staff.
6. Develops, prepares and presents ongoing evaluations of outreach services and other measurable data related to outreach to inform future program planning.
7. Performs other duties of a similar nature or level including the full range of duties in lower level Library Assistant positions.

Minimum Qualifications

Knowledge of:

- General knowledge of the principles of supervision and personnel practices.
- Principles, methods, materials, and practices utilized in public libraries and in the delivery of library outreach services.
- Effective customer service and problem resolution.
- Library automation systems and trends.
- Communication skills to respond effectively, tactfully and courteously when working with the public and City employees.
- Manual and automated office equipment and keyboards, including various application programs.
- City and departmental rules, laws, and policies.
- Analytical and problem-solving approaches to handle situations accurately and take effective courses of action.

- Personal computers and related software applications.

Skills and Abilities to:

- Direct and coordinate the activities of a circulation department support service area.
- Organize and manage complex scheduling, including cross-department coordination.
- Effectively demonstrate and explain proper procedures and techniques in area of specialization.
- Work independently in performance of regular assignments.
- Effectively and tactfully interact the general public, including young children, students, adults and senior citizens.
- Read, spell accurately, write legibly, and file/shelve documents according to alphabetic and numeric sequences.
- Follow training and instructions provided by supervisors.
- Assemble, reach and retrieve materials.
- Learn, interpret and apply pertinent federal, state and local policies, procedures, laws, codes and regulations.
- Perform responsible and difficult library assistance work with speed and accuracy.
- Learn to operate computerized cataloging, bibliographic, acquisition, and circulation data systems.
- Conduct accurate and thorough research.
- Provide recommendations for acquisition of new library materials and supplies.
- Assist library patrons in response to reference and directional library questions, including effectively referring patron questions to the appropriate desk or staff member.
- Operate a variety of office equipment including a computer and associated word processing, email, and calendar applications.
- Prepare clear and concise reports.
- Communicate clearly and concisely, both orally and in writing.
- Provide outstanding customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D. and four years of work experience comparable to that of a Library Assistant II with the City of Lake Oswego; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above. College level course work in library science and/or experience delivery library outreach services is desirable.

Licensing and Other Requirements:

Positions in this classification are required to possess a valid driver's license and ability to meet the City's driving standards.

May be required to work some evenings and weekend. Duties will occasionally involve dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.