



City of Lake Oswego, Oregon

Job Description

LIBRARY ASSISTANT I, LIBRARY ASSISTANT II & LIBRARY PERSON IN CHARGE

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 104; 114; 115

Job Code: 1010; 1015; NA

Summary

Under the general supervision of a Library Manager, positions in the Library Assistant I and II classifications are flexibly staffed; incumbents may work in the Circulation and/or Technical Services divisions. Areas of focus for Library Assistants in Circulation include public service, materials movement, and outreach, while Library Assistants in Technical Services utilize cataloging systems and process materials. All Library Assistants are responsible for a variety of library tasks that range from routine clerical duties to moderately complex and challenging para-professional duties, and are expected to participate in ongoing learning opportunities and trainings for all library staff. Library Assistants may hold a position at either level I or II based on the employee's skills, knowledge, abilities, and experience. Incumbents appointed to a Library Assistant I may be promoted to a Library Assistant II without further competition, subject to meeting the employment standards and requirements for this classification. Library Assistant II's are eligible for temporary assignments to "Library Person in Charge".

Distinguishing Characteristics

LIBRARY ASSISTANT I: This is the entry level position in the Library Assistant job classification series. Incumbents are responsible for performing Library Assistant duties under general supervision of a Lead Library Assistant or Library Manager. Requires knowledge and understanding of library policies, procedures, and methods, and the ability to use judgement in order to complete work effectively. Problems and/or errors are recognized and referred to a Lead Library Assistant or Library Manager. Incumbents are responsible for accuracy, completeness, and end products of work.

LIBRARY ASSISTANT II: This is the second working level position in the Library Assistant job classification series. Incumbents at this level are responsible for performing all Library Assistant I duties under limited supervision and should possess considerable knowledge and understanding of library technology and systems. In addition to routine tasks, incumbents of this position independently apply specialized job skills and training to complete a wide range of additional assigned tasks.

LIBRARY PERSON IN CHARGE (PIC): This designation is a Library Assistant II with additional lead level duties. Since these duties may be temporary, all incumbents at this level are considered Library Assistant II's and are provided a pay differential while acting as Library PIC. This pay differential will be removed when PIC duties are not required. Movement between PIC and Library Assistant II responsibilities and pay differential is not considered a promotion.

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:

Library Assistant I

1. Answers basic questions about Library policies, facilities, and resources and explains Library rules and procedures.
2. Assists patrons with account questions in person and over the phone.
3. Assists patrons with checkout at the Circulation desk, self-checkout machines, curbside, and at outreach sites.
4. Issues Library cards and replacement Library cards.
5. Collects monies using a cash management system.
6. Uses ILS and OPAC systems to enter and retrieve information, including reserving items.
7. Runs reports and retrieves items from the holds shelf and various collections throughout the Library.
8. Uses and oversees various technology, including Automated Materials Handling systems and automated hand trucks for materials check in.
9. Shelves Library materials and incoming holds. Retrieves on-site bookdrop materials.
10. Physically prepares Library materials, including periodicals, for circulation.
11. Repairs or replaces damaged cases and packaging of Library audiovisual materials.
12. Provides task instruction and supervision to volunteers.
13. Performs other duties of a similar nature or level.

Library Assistant II

Incumbents may perform any of the duties of a Library Assistant I and these additional duties:

1. Assists other Library Assistants in dealing with complex questions or issues with the computer system, patrons, or Library procedures.
2. Monitors shared Library email accounts.
3. Compiles patron feedback and testimonials.
4. Catalogs newspapers, periodicals, and other Library materials for patron use.
5. Collects, maintains, or records various statistics, data, or lists, including the creation and maintenance of spreadsheets and preparation of reports.
6. Double checks the clerical work of other Library Assistants in conjunction with a Lead Library Assistant or Library Manager.
7. Inventories and procures printed matter, supplies, replacement materials or similar items; may oversee items for budgeting purposes.
8. Implements backup circulation system as needed.
9. Balances cash register. Prepares deposit report for Finance Department.
10. Processes library acquisitions. Inputs, sends, receives and checks in materials orders through automated acquisitions system. Catalogs, links, or withdraws items. Verifies and enters vendors' invoices into Library database, troubleshooting errors if necessary.
11. Receives and processes Memorial donations consistent with Policy.
12. Creates and maintains library signage or other graphics.
13. Processes Library materials that have been returned incomplete or damaged.
14. Processes special collections, including ordering and packaging materials, monitoring consumables, purchasing replacement pieces, and negotiating with vendors for replacement parts.
15. Performs other duties of a similar nature or level.

Library Person in Charge (PIC)

Incumbents may perform any of the duties of a Library Assistant II and these additional duties:

1. Initiates Library's response to urgent situations and emergencies that may arise; contacting emergency personnel, service personnel, or Library administration when designated as PIC, with resources as necessary.
2. Responds to illegal behavior or allegations of illegal behavior, or other library policy violations on Library premises.
3. Mitigates physical plant problems throughout the Library when they occur such as dealing with clogged or continuously flushing toilets, roof leaks, temperature extremes, burned-out lights, and loose or broken shelving.
4. Deescalates difficult situations and makes decisions while acting as Person in Charge or refers to the manager on-call.
5. Troubleshoots technology throughout the Library, including calling LINCC Library Services support or running back-up circulation system.
6. Ensures smooth operation of Circulation division, including filling vacancies as needed and directing volunteers if necessary.
7. Acts as a resource for staff regarding circulation policies and procedures.
8. Performs opening and closing related activities including: arms/disarms building security system, locks/unlocks Library doors at opening and closing, secures cash drawer, makes PA announcements about Library closing time, and logs out computer terminals in the Circulation division.
9. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Communication skills to effectively interact and deal tactfully and courteously with the public and City employees, and to deescalate situations
- Manual and automated office equipment and keyboards, including various application programs.
- City and departmental rules, laws, and policies.
- Personal computers and related software applications.

Skills and Abilities to:

- Professionally welcome all visitors and community members, including young children, students, adults and senior citizens, to the library. Analyze situations thoughtfully and take effective action.
- Read, spell accurately, write legibly, and file/shelve documents according to alphabetic and numeric sequences.
- Assemble, reach and retrieve materials.
- Learn to safely operate specialized technology, such as an AMH, automated hand truck, holds locker and other material conveyer systems.
- Learn to perform the full range of professional and technical library tasks.
- Learn, interpret and apply pertinent federal, state, and local policies, procedures, laws, codes, and regulations.
- Perform job duties with speed and accuracy.
- Learn and interpret library policies, procedures, and objectives to staff, community groups, and the general public.
- Learn to operate computerized cataloging, bibliographical, acquisition, and circulation data systems.
- Conduct accurate and thorough research.
- Provide recommendations for acquisition of new library materials and supplies.
- Operate a variety of office equipment including a computer and associated word processing applications.
- Communicate clearly and professionally, both orally and in writing.
- Provide good customer service.

- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

Library Assistant I

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a high school diploma or G.E.D and one year of general office assistance work experience, preferably including experience in public service or library work; 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 is desirable.

Library Assistant II

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a high school diploma or G.E.D and two years of work experience comparable to that of a Library Assistant I 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 is desirable.

Licensing and Other Requirements:

Some positions in this classification may be required to possess a valid driver’s license and ability to meet the City’s driving standards.

Incumbents may be required to work some evenings and weekends, and attend meetings or activities outside of regular business hours. Duties will occasionally involve dealing with distraught or difficult individuals.

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.