



City of Lake Oswego, Oregon

Job Description

LIBRARY ASSISTANT I, 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 the Library Manager, positions in the classification are responsible for a variety of library assistance activities that range from routine clerical duties to moderately complex and difficult para-professional duties. This is a flexibly staffed series. Appointments may be made at either of these levels based on the employee's skills, knowledge, abilities, and experience. Incumbents appointed to a lower level may be promoted to a higher level within this job classification series 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 class in the Library Assistant job classification series. Incumbents are responsible for performing Library Assistant duties under general supervision of a higher level administrative person. Judgment is required to select among standard library methods or to devise working procedures for own area. Problems and/or errors are recognized and referred to a higher level administrative person. Incumbents are responsible for accuracy, completeness, and end products of work. Requires knowledge of a variety of standard library procedures, an understanding of library policy and terminology, and good interpersonal/customer service skills.

LIBRARY ASSISTANT II: This is the full working level class in the Library Assistant job classification series. Incumbents are responsible for performing Library Assistant I duties under limited supervision, making decisions according to clearly stated policies and guidelines. Incumbents use specialized job skills and policies and procedures on a wide range of tasks that may be difficult to resolve. Positions at this level should possess considerable knowledge in specific area with a broad understanding of general and technical job aspects. Limited direction is given for new or unusual assignments.

LIBRARY PERSON IN CHARGE (PIC): This 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. Renews items and answers Library policy questions.
3. Checks out materials for circulation.
4. Issues Library cards and replacement Library cards.
5. Collects monies for overdue and damaged items using the cash register.
6. Enters patron's requests to reserve items.
7. Uses computer system to enter and retrieve information.
8. Checks in returned Library materials.
9. Physically prepares Library material for circulation.
10. Prepares periodicals and other Library materials for patron use.
11. Provides limited back-up reference assistance in absence of a Librarian.
12. Shelves patron 'holds' in Library workroom.
13. Repairs or replaces damaged cases and packaging of Library audiovisual materials.
14. Provide task instruction and supervision to volunteers and staff.
15. 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 questions or problems with the computer system, patrons, or library procedures.
2. Coordinates efforts of library assistants, shelvees, and/or volunteers, including orienting to job duties.
3. Types correspondence and other materials.
4. Collects, maintains, or records various statistics, data, or lists, including the creation and maintenance of spreadsheets and preparation of reports.
5. Inventories and procures printed matter, supplies, replacement audiovisual materials or similar items; may oversee items for budgeting purposes.
6. Repackages and repairs damaged AV material and cases
7. Oversees work of volunteer book menders, and completes processing where necessary.
8. Implements backup circulation system as needed.
9. Contacts replacement employees for employee absences and revises staff schedule.
10. Balances cash register. Prepares deposit and balance sheet for City Finance Department.
11. Processes library acquisitions. Inputs, sends, receives and checks in book orders through automated acquisitions system. Catalogs, links, or withdraws items. Verifies and enters vendors' invoices into Library database, troubleshooting errors if necessary.
12. Receives and processes Memorial donations.
13. Reviews periodical lists to verify publications received.
14. Creates and maintains library signage.
15. Processes library materials that have been returned incomplete or damaged, including contacting patrons, consulting with other library departments, and keeping the incomplete items organized.
16. Answers main library telephone and directs calls.
17. Responsible for incoming and outgoing interlibrary loans; maintains system for filing requests, retrieves requested items, and processes items as necessary.
18. Peruses all incoming serials for library-related news and book reviews. Copies and distributes.
19. Represents the Library at group library meetings and activities with other jurisdictions upon request.
20. Performs other duties of a similar nature or level.

Library Person in Charge

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

1. Initiates Library's response to urgent situations / emergencies that may arise, contacting emergency personnel, service personnel, or Library administration when designated as lead worker/PIC;
2. Responds to illegal behavior or allegations of illegal behavior 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. Fills the role of "Person in Charge" to irate/upset patrons.
5. Troubleshoots computer system problems throughout the Library, including calling network support or running back-up circulation system.
6. Ensures smooth operation of circulation department, including filling vacancies as needed and directing volunteers if necessary.
7. Acts as resource to Library and Circulation 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, closes cash register and secures cash drawer, makes PA announcements about Library closing time, logs in and logs out computer terminals in the Circulation department, turns on/shuts down self check machine.
9. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Communication skills to effectively and deal tactfully and courteously with the public and City employees.
- Manual and automated office equipment and keyboards, including various application programs.
- City and departmental rules, laws, and policies.
- Analyzing situations accurately and in taking effective courses of action.
- Personal computers and related software applications.

Skills and Abilities to:

- Effectively and tactfully meet 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.
- Assemble, reach and retrieve materials.
- Write clearly and concisely.
- 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 responsible and difficult library assistance work 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.
- Give clear information to the public and to support staff.
- 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.
- Operate a variety of office equipment including a computer and associated word processing applications.
- Prepare clear and concise reports.

- Communicate clearly and concisely, 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 contact 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 and will generally be required for advancement to a professional library position.

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 Clerk 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 and will generally be required for advancement to a professional library position.

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.

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.