

CITY OF TUALATIN

Classification Description

Job Title: Library Assistant
Department: Library
Reports To: Support Services Supervisor
FLSA Status: Non-Exempt
Date: October 21, 2008

SUMMARY: Performs general public service and essential general library technical and clerical work as needed. Sorts, shelves, and issues and receives library materials. Performs purchasing, processing and mending of library materials. Provides excellent customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Serves as primary contact for all circulation related functions. Registers new patrons, explains library service and rules. Collects fines and balances cash drawers.

Ability to work successfully in a multi-tasking environment with frequent interruptions.

Ability to work varied hours, including evenings and weekends.

Exhibit excellent customer service skills with patrons and fellow employees. Conducts in a courteous, professional, and respectful manner at all times.

Performs copy cataloging and keeps familiar with cataloging standards.

Uses an integrated library system to create and edit item records.

Uses various computer workstations in a networked environment.

Processes library materials according to established library procedures.

Receives orders and checks for condition, completeness and costs.

Makes minor repairs to books, materials, and equipment.

Maintains accurate record keeping.

Creates and maintains documents using a variety of software applications.

Assists and trains volunteers; participates in recognition and appreciation of volunteers.

Effectively utilizes internal communication methods including e-mail, voicemail, and/or written or posted notices to stay, and keep co-workers, current and informed.

Performs a variety of clerical tasks as assigned.

Drives to job sites, city facilities, vendors, training programs, and local and regional meetings as necessary.

SUPERVISION: Supervision of other employees is not a responsibility of this position. May direct on-call staff and volunteers and assist with their training.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Organizational Support - Follows policies and procedures.

Professionalism - Approaches others in a tactful manner.

Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and comprehend simple instructions, correspondence, instruction manuals, and policies and procedures.

Mathematical Skills: Ability to add and subtract, to multiply and divide in all units of measure with fractions and decimals. Ability to compare and calculate costs of materials and supplies.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities: Knowledge of the mechanics of library operation, or ability to acquire that knowledge through training. Knowledge of modern office practices and procedures including computer skills. Ability to provide service to the public in a friendly yet businesslike manner. Ability to learn new tasks. Ability to organize, file and maintain accurate records. Ability to type and spell accurately. Ability to maintain effective working relationships with co-workers. CPR/AED/SFA certified, or ability to obtain such training within the time frame proscribed by management.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED), or equivalent combination of education and experience. Two years of experience working with the public, preferably in a library. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the qualifications above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The

employee is frequently required to sit. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 10 pounds and push/pull up to 16-20 pounds initially, 10-15 pounds sustained, 25-35 pounds up ramps and over thresholds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus. The noise level in the work environment is usually moderate.