

**PALOS VERDES LIBRARY DISTRICT
LIBRARY ASSISTANT IV
FULL-TIME PENINSULA CENTER DESK CLERK
JOB DESCRIPTION**

Last Reviewed: January 2017

Salary Range: 38

PURPOSE

The Library Assistant performs a range of paraprofessional tasks related to the circulation of library materials to the public and direct service to library customers at any of the District's locations.

This is the advanced journey-level class in the Library Assistant series and is responsible for more complex circulation and customer service tasks at the Circulation Desk, including resolving customer issues, interpreting library policies, and cash reconciliation. Incumbents may serve as "lead" for Circulation activities for designated shifts, train lower-level staff in circulation procedures, provide general clerical support, assist with the maintenance of library collections, provide basic reference and readers' advisory services, present library programs, and be responsible for opening and closing procedures. Incumbents may also be required to assist with general administrative and customer service duties such as passport processing. Appointment to the Library Assistant IV class requires a District opening and that the employee demonstrate the ability to perform the full range of duties of the higher class and meet the qualification standards for the higher class.

This position differs from the Part-time Peninsula Center Desk Clerk position because assignments frequently require the exercise of independent judgment and functional expertise in departmental operations. Incumbents may have the responsibility for training, assigning, reviewing, and coordinating the work of the department on a daily basis. Interpretation of general administrative or operational policies is necessary. Incumbent will act as liaison for department managers with staff and patrons when needed.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Provides a high level of customer service.
- Exercises independent judgment and tact when explaining and applying regulations, policies, and procedures of the Library District.
- Provides assistance to patrons by answering basic questions about library operations and the location of materials and refers customers to appropriate library staff and departments.
- Assists customers with the operation of copiers and fax machines including issuing refunds, perform minor and routine maintenance on copy machines when necessary.
- Explains and interprets library policies and procedures.
- Checks library materials in and out using an automated circulation control system.
- Issues library cards by checking for completeness of information provided and verifying identification.
- Process self-registered patron accounts
- Enters and updates information into library databases.
- Collects fines and fees.
- Investigates and resolves disputed customer accounts, including answering telephone calls and emails.
- Update patron records and add notes to accounts as appropriate
- Assists customers with computer issues.

- Answer telephone calls and emails and provide assistance by answering mid-level reference questions or referring patrons to other library staff as appropriate.
- Provide basic technology help on public terminals including how to log on to the internet, and how to save and print documents.
- Operate computer software: Integrated library system.
- Sorts and shelves all library materials using different filing systems.
- Checks shelves and corrects placement of books (shelf reading) and make necessary corrections; maintain cleanliness and orderliness of shelves; shift library material by relocating items as required.
- Collects, sorts, and shelves any materials used in the library.
- Retrieves library materials from interior and exterior book drops, including branch deliveries and book deliveries.
- Relocates library materials as required.
- Processes hold requests.
- Keeps library premises clean and in good order, clears the library of customers at closing, collects loose books and materials, performs item counting and sorting.
- Searches shelves for lost or missing materials utilizing missing, claims returned, or in-transit reports.
- Lifts and transports boxes of books and materials.
- Spot-checks books and materials for needed repair and identifies worn or damaged items for withdraw or replacement.
- Manages the workflow of the sorting room by ensuring that materials are re-shelved efficiently according to department priority.
- Ensure the circulation and shelving areas are safe, attractive and maintained in good working order.
- Processes new and current books, materials, and periodicals.
- Assign different computer locations for library materials.
- Empty and check in materials deposited in interior and exterior book drops.
- Perform daily opening and closing procedures, including arming/disarming security systems and locking/unlocking building.
- Order supplies and maintain inventory.
- Receive, check, route and distribute incoming internal and external documents, materials and supplies.
- Check study rooms in and out, explain and enforce study room behavior policy.
- May reconcile cash register reconciliations, service coin changer and patron print stations.
- Maintain bulletin board and literature racks.
- Process daily book deliveries.
- Provide lead direction, training and work review for volunteers.
- Required to work at any PVLDD branch when assigned, including working split shifts at different branches.
- May be responsible for operation of a satellite library location or branch in the absence of higher-level staff.
- Assists with opening and closing procedures, including arming/disarming security systems and locking/unlocking building.
- Assists groups using facilities for events and provides assistance at special events.
- May assist with selection, training, and scheduling of assigned staff.
- Moves furniture, equipment, and supplies as assigned.
- May train and oversee the work of assigned staff or volunteers.
- Provides general clerical support, including preparation and maintenance of lists, reports, flyers, and other documents, and statistical and data reports.
- May assist with the development of library collections, including ordering, withdrawals, and inventory controls.
- May prepare library exhibits and displays.
- May assist with library programming, including conducting classes, clubs, and special events.
- May participate in community events and outreach activities.
- May prepare signs, fliers, pathfinders, booklists, and other customer aides.
- Receive, check, route and distribute incoming internal and external documents, materials and supplies.

- Assign different computer locations for library materials.
- Reconcile circulation cash registers and service coin changer and patron print stations.
- Prepare routine correspondence on procedural or informational matters without review by supervisor.
- Prepare purchase requisitions, order supplies, and maintain inventory.
- Process data entry or data clean-up projects.
- Work on special projects as needed.
- Complete daily task assignment work schedules.
- Participate in District wide training for new equipment and technology.
- Ensures the circulation and shelving areas are safe, attractive and maintained in good working order.
- May Act as a certified Passport Acceptance Agent; processes passports, such as collecting documents and information required by the National Passport Office; performs all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.

Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person, and over the telephone.
- Alphabetic and numeric systems.
- Basic arithmetic principles and cash handling.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Standard library practices and procedures.
- Basic record keeping principles and procedures.
- Basic principles and practices of data collection and report preparation.
- Knowledge of core library operating principles, including confidentiality of customer information, freedom of information, and intellectual freedom.
- Basic principles of employee supervision, including work planning, review, and evaluation, and the training of staff in policies and procedures.

Ability to:

- Accurately sort and organize library materials using alphabetical or numerical classification systems.
- Retrieve, shelve and relocate library materials
- Respond to requests and inquiries from the general public.
- Use English effectively to communicate orally and in writing.
- Understand and carry out oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare and maintain accurate and complete records.
- Access, retrieve, enter, and update information using a computer terminal.
- Organize own work and set priorities within procedural guidelines, work with speed and accuracy.
- Operate modern office equipment, including computer equipment and copy machines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Respond well to change and be flexible in performing assigned tasks.
- Perform a variety of technical and clerical library work with speed and accuracy.
- Perform routine clerical work, including maintenance of appropriate records, mathematical calculations, and compiling information for reports.
- Interpret, explain, and apply Federal, State, and District laws, codes, regulations, policies, and procedures.
- Oversee the work of others.

Education, License and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and two (2) years outside or one (1) year District experience in shelving books, processing materials, and providing library support.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification requires continuous walking between work areas and prolonged standing in work areas. Finger, hand, and arm dexterity is needed to retrieve, process, and store library materials, and well as to enter and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach, as well as push and pull heavy book carts of up to 100 pounds and to retrieve and store materials. Positions in this classification frequently lift and carry library materials that typically weigh less than 50 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, incumbents may have to visit other branch libraries to retrieve materials and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

Required to work flexible schedules, including evenings, weekends, and holidays.