

**Palos Verdes Library District  
Library Assistant IV  
Full-time Peninsula Center Desk Clerk  
Job Description**

Last Reviewed: May 2023  
Salary Range: 40

**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 patrons 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 and processing interlibrary loans. Incumbents may serve as "lead" for circulation activities for designated shifts and train lower-level staff in circulation 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 demonstrates 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. In addition, 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:**

- Perform circulation and service desk duties using the automated circulation control system to check out and check in library materials; collect fines and fees; register new borrowers and update patron accounts and item records as needed.
- Provide a high level of customer service, using independent judgment and tact, while interpreting, applying, and resolving questions regarding library circulation policies and procedures; assist patrons with study room reservations and questions, answer basic questions about library operations and the location of materials and refer patrons to appropriate library staff and departments.
- Answer telephone calls and emails and provide assistance by investigating and resolving

disputed patron accounts, answer mid-level reference questions or refer patrons to other library staff as appropriate.

- Assist patrons with the operation of copy machines and basic computer help including issuing refunds and performing minor or routine maintenance.
- Ensure work areas, shelving areas, and library premises are clean, safe, and in good working order including ordering supplies, spot checking items for repair.
- Perform daily opening and closing procedures including clearing the library of patrons at closing, collecting loose books and materials, reconciling the daily cash deposits.
- Provides general clerical support, including preparation and maintenance of lists, data entry or clean-up, search reports, flyers, and other documents, and statistical and data reports.
- Process daily deliveries including receiving, checking, routing, and distributing incoming internal and external documents, items, materials and supplies.
- Process interlibrary loan (ILL) requests and interfaces with all branches regarding ILL; assist library staff with questions and issues regarding all ILL material; maintain accurate and detailed statistical and other reports regarding ILL for submission to state agencies as required.
- May assist with selection, training, and overseeing the work of assigned staff or volunteers including managing the daily work schedules and workflow of the circulation work area and sorting area.
- May perform paging duties as needed including counting, sorting and shelving materials, pulling and processing holds, retrieving items from the interior and exterior book drops, maintaining the literature racks & bulletin board, and performing shelf maintenance.
- May assist librarians with programming, displays, and outreach.
- Required to work at any PVL D branch when assigned, including working split shifts at different branches.
- Participate in District wide training for new equipment and technology.
- May act as a certified Passport Acceptance Agent; processing passports, including collecting documents and information required by the National Passport Office; performing all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.
- Work on special projects as needed and 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 be able 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 movement between work areas and prolonged standing. Must possess the ability to retrieve, process, and store library materials as well as enter and retrieve data using a computer. 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 or perform job duties outside and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or patrons in interpreting and enforcing departmental policies and procedures.

**Working Conditions**

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