

**Palos Verdes Library District
Library Assistant IV
Part-Time Branch Senior Desk Clerk
Job Description**

Last Reviewed: May 2023

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 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, including resolving patron issues, interpreting library policies, and cash reconciliation. Incumbents may 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 demonstrates the ability to perform the full range of duties of the higher class and meet the qualification standards for the higher class.

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; 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 provide basic technology and 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.
- Perform daily opening and closing procedures including clearing the library of patrons at closing, collecting loose books and materials, reconciling the daily cash deposits.
- Provide 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.

- Collect, sort, and shelve all library materials using different filing systems; maintain placement of materials, cleanliness and orderliness of shelves, and shift library material by relocating items as required.
- Retrieve library materials from books drops, lift and transport boxes of books and materials.
- Search for and process new books & materials, hold requests, claim returns, transit, missing or lost materials utilizing reports.
- Spot-check books and materials for needed repair and identify worn or damaged items for withdrawal or replacement.
- Provide lead direction, training, and work review for volunteers.
- May assist librarians with programming, displays, and outreach.
- Required to work at any PVLD branch when assigned, including working split shifts at different branches and may assist with the operation of a satellite library location or branch in the absence of higher-level staff.
- 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.

Qualification Guidelines:

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.
- Standard library practices and procedures including circulation.
- Applications of automated library circulation system.
- Basic record keeping principles and procedures.
- Basic principles and practices of data collection and report preparation.
- Principles and procedures of record keeping.
- Basic arithmetic principles and cash handling.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Library classification, cataloging, and bibliographic terminology.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- Applicable Federal, State, and local laws, codes, and regulations.
- Basic principles of employee supervision, including work planning, review, and evaluation, and the training of staff in policies and procedures.
- Knowledge of core library operating principles, including confidentiality of customer information, freedom of information, and intellectual freedom.

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.
- 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. One (1) year of experience in library services. Some college coursework in library sciences, humanities, liberal arts, business or public administration, or related field, training and experience in public relations, basic principles and practices of supervision, and relevant computer software application packages are highly desirable. CPR/AED/First Aid certification desirable. Must possess and maintain a valid California Class C driver's license and have a satisfactory driving record.

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 outdoors 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.