

**Palos Verdes Library District
Library Assistant V
Annex Library Assistant
Job Description**

Last Reviewed: May 2023

Salary Range: 42

BACKGROUND

The Annex is a branch of the Palos Verdes Library District solely dedicated to providing teens in grades 6-12 with a safe, positive, fun space to read, do homework, and engage in a variety of multimedia activities.

PURPOSE

The Library Assistant series is distinguished from the Librarian series in that the tasks performed are paraprofessional in nature and do not require possession of a master's degree in library science or substantially equivalent education and experience or to be capable of carrying out the full range of duties of a professional librarian. The Library Assistant series is distinguished from the Technical Services Assistant series in that the duties of the Library Assistant are less technical in nature and performed primarily in a department providing direct service to the public while those of the Technical Services Assistant require technical knowledge and expertise in a particular specialty such as book repair, acquisitions or cataloging, and are performed primarily in a "back office" environment.

This is the advanced experienced-level class in the Library Assistant series and may be responsible for the daily operation of a branch library or a satellite location that provides limited library services, such as the Annex. The Annex Assistant works independently to perform circulation and customer service tasks, such as checking materials in and out, resolving patron issues, interpreting library policies, and addressing patron behavior as it relates to the libraries' code of conduct. They may perform basic reference and readers' advisory service, assist with collection development, and assist with the design and implementation of library programs. Incumbents are part of the team responsible for the daily operation of the teen Annex including all opening and closing procedures. Appointment to the Library Assistant V 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.

The Annex Library Assistant participates fully in all library related operations of the Annex including customer service, reference and reader's advisory, circulation, and supervision of volunteers. The Annex Library Assistant is responsible for operating the Annex during open hours.

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; explain 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, interpreting, applying, and resolving questions regarding library circulation policies and procedures; assisting patrons with study room reservations and questions, answering basic questions about library operations and the location of materials and referring patrons to appropriate library staff and departments.
- Answer telephone calls and emails and provide assistance by investigating and resolving disputed patron accounts, answering mid-level reference questions or referring 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 and spot-checking items for repair.
- Perform daily opening and closing procedures including locking/ unlocking Annex space.
- 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.
- Communicate issues, challenges and updates regularly to the YA Librarian III or YR Manager.
- Assist in developing and implementing library programs including conducting classes, clubs, and special events at the Annex.
- 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; maintains placement of materials, cleanliness and orderliness of shelves, and shifts library material by relocating items as required.
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- 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 PVL D branch when assigned, including working split shifts at different branches and may be responsible for 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; 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.
- 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 for classifying and organizing library materials and principles.
- 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.
- Basic principles of supervision and training.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- Library classification, cataloging, and bibliographic terminology.
- 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.
- 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, Licensure, 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 an Associate's degree in library sciences, humanities, liberal arts, business or public administration, or related field, and one (1) year of experience in library services. A four-year degree from an accredited college or university and/or experience with middle or high school students is highly desirable.

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. 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.