

PALOS VERDES LIBRARY DISTRICT
Technical Services Assistant II
Technical Services Clerk

Last reviewed: September 2022
Range: 30

PURPOSE

The Technical Services Assistant performs a variety of clerical and paraprofessional duties related to ordering, receiving, cataloging, processing, and repairing library materials including books and audiovisual materials, such as CDs and DVDs, magazines, and newspapers. The Technical Services Assistant may also perform clerical or paraprofessional duties related to the general administration of the Library District or to the provision of library services to the public.

This is the journey-level class in the Technical Services Assistant series and performs paraprofessional duties related to the processing and cataloging of library materials, maintenance of databases, and/or interlibrary loan processing. Incumbents typically work under the direction of a professional Librarian who establishes the policy and procedural framework within which the specific tasks of the Technical Assistant II are performed. Incumbents may be required to interact with vendors and may oversee the work of volunteers. Incumbents may also be required to assist with general administrative and customer service duties such as passport processing. Appointment to the Technical Services Assistant II 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.

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.
- Delivers processed library materials to public service areas.
- Acts as a certified passport agent and processes passports in accordance with strict guidelines provided by the National Passport Office.
- Cross trains to the Processing/Mailroom Clerk, Serials Clerk, and Acquisitions Clerk function to provide support, assist with departmental projects, and fill-in as needed
- Assists in mailroom with District mailing duties.
- Prepares library books, videos, CD's, DVD's, audio books, and other materials for circulation.
- Processes data entry and updates including marking items for deletion in the library database.
- Performs routine maintenance on library materials, evaluates and makes appropriate repairs to damaged library materials.
- Lifts and transports boxes of books and other library materials, and unloads and delivers materials from one area to another.
- Maintains and updates processes and procedures manual for assigned responsibilities.
- May track inventory levels on supplies and materials required to perform work.
- May provide general clerical and administrative support such as assisting at the reception desk.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to public, volunteers, vendors, contractors, and District staff in person and over the telephone.

- Alphabetical and numerical filing.
- Purpose and functions of the library.
- Basic record keeping principles and procedures.
- Basic business mathematics.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and procedures of inventory control.
- Library classification and cataloging and bibliographic terminology.
- Applicable Federal, State and local laws, codes and regulations.
- Purchasing principles and procedures.
- Basic principles and procedures of fund accounting and public agency budgeting.

Ability to:

- Perform a variety of technical and administrative library work with speed and accuracy.
- Access, retrieve, enter, and update information using a computer terminal.
- Apply and explain departmental policies and procedures.
- Use English effectively to communicate verbally and in writing
- Understand and carry out oral and written instructions.
- Use tact, initiative, and prudence within general policy, procedural, and legal guidelines.
- Prepare and maintain accurate and complete records.
- Organize own work and set priorities within clearly defined procedural guidelines.
- Operate modern office equipment including computer equipment and software programs.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education, License, and Experience:

Any combination of training and experience that 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 one (1) year of experience in processing and shelving of library materials, providing library technical support, or similar experience. Must possess and maintain a valid California class C driver's license and have a satisfactory driving record. One (1) year experience related to processing materials, database maintenance, and providing library technical support. The completion of supplemental college level courses or an Associate of Arts degree is 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. This classification moves frequently between work areas and may require prolonged standing in work areas. 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. Positions in this classification frequently lift and carry library materials that typically weigh less than 50 pounds.

Environmental Elements

Employees work in an open floor 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

May be required to work a flexible schedule including evenings, weekends, and holidays.