

PALOS VERDES LIBRARY DISTRICT
Technical Services Assistant II
Interlibrary Loan Clerk

Last reviewed: September 2016
Salary Range: 29

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.

This position performs routine and complex clerical work in support of technical services and reference areas, especially in the area of interlibrary loan; performs confidential clerical work in the Administrative offices.

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.
- Prepares library books, videos, CD's, DVD's, audio books, and other materials for circulation.
- Updates assigned library databases and reporting information.
- Performs routine maintenance on library materials, evaluates and makes appropriate repairs to damaged library materials.
- Processes interlibrary loan requests and interfaces with all branches regarding assigned function; assists library staff with questions and issues regarding all inter library loan materials.
- Prepares statistical and other reports and submits reports to state agencies as required.
- Organizes incoming mail and prepares outbound mail including UPS and FedEx packages.
- 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.
- Maintains accurate and detailed records and reports.
- Tracks inventory levels on supplies and materials required to perform work.
- May train and assign work to assigned volunteers.
- 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 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 may require 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

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