

PALOS VERDES LIBRARY DISTRICT
Technical Services Assistant III
Serials Clerk

Last reviewed: September 2016
Salary Range: 35

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 experienced-level class in the Technical Services Assistant series and performs routine to complex technical work related to the ordering and tracking of library materials. Responsibilities include developing and maintaining tracking systems and databases for serials/periodical materials, tracking missing items, interfacing with the appropriate vendors to resolve issues, as well as interfacing with all branches regarding materials. While oversight is provided by a professional Librarian, the incumbent is expected to exercise significant independent judgment. Incumbent may also be required to assist with general administrative and customer service duties such as passport processing. Incumbents are required to establish and maintain effective working relationships with vendors, and provide oversight and training to other District staff and volunteers as to how to resolve issues with and claims for missing materials. Responsibilities require the use of tact, discretion, and independent judgment. Appointment to the Technical Services Assistant III 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 a variety of routine clerical and manual work relating to serials processing and checking in serials titles.

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.
- Receives and processes all magazines, periodicals, newspapers, and other serial library materials.
- Orders, receives, inspects, and distributes periodicals such as newspapers and magazines.
- Interacts with vendors to address issues with delivery of periodicals. Develops and maintains serials tracking systems and databases; identifies and maintains serials ordering and tracking patterns; creates records for new publications; tracks serials for changes in status and informs the appropriate technical and library staff regarding those changes; updates tracking systems and databases on a monthly basis and produces monthly reports as needed.
- Prepares serials invoices and subscriptions and communicates with outside vendor regarding changes and corrections.
- Interfaces with all branches regarding assigned function; assists library staff with questions and issues regarding all serial library materials.

- Identifies, processes, and follows up on missing and damaged materials; files claims with the appropriate vendors; interfaces with vendors via phone, email, or other means of communication to resolve issues and claims.
- Provides training to and may oversee other District staff and volunteers regarding library serial materials; provides specific training regarding the resolution of issues with or claims for missing or damaged materials.
- Prepares library books, videos, CD's, DVD's, audiocassettes, and other materials for circulation.
- Updates assigned library databases and reporting information.
- Prepares statistical and other reports and submits reports to state agencies as required.
- 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.
- 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. One (1) year experience related to processing materials, creating and maintaining databases, and providing routine to complex 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.