

LIBRARY ASSISTANT I  
LIBRARY ASSISTANT II

DEFINITION

To perform a variety of responsible clerical tasks in support of library operations in circulation, technical and virtual library services.

DISTINGUISHING CHARACTERISTICS

Library Assistant I - This is the entry-level class in the Library Assistant series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Library Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Library Assistant II – This is the journey level class in the Library Assistant series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Library Assistant I

Receives immediate supervision from assigned supervisory staff.

Library Assistant II

Receives general supervision from assigned supervisory staff.

May exercise technical and functional supervision over lower level library staff as appropriate.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist in classifying and cataloging a variety of materials for inclusion in the library collection; enter and maintain records of holdings; assist in processing and quality control of new materials.

Repair a variety of collection materials such as magazines, art prints and books, including reinforcing spines and taping torn pages; prepare books to be sent to the bindery.

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Maintain and process financial records for purchase orders, card purchases and payment requests; place vendor orders; process invoices for payment; receive and route materials.

Receive and process holds and inter-library loan requests; contact customers about damaged or missing material; calculate and assess related fees; check in and prepare materials for return to circulation; prepare vendor orders; verify new or repaired library material shipments with on-order records.

Register new customers and issue library cards; charge and discharge materials at the front desk; explain library services and circulation policies and procedures, including hold practices; assist customers with overdue materials and claimed return procedures; accept payments and balance cash drawer.

Assist customers with information inquiries in person, by telephone or e-mail; help customers in identifying and locating library materials and in using a variety of equipment and processes such as self-check machines, printers, copiers, typewriters, and internet access and usage.

Sort and distribute daily deliveries; locate, retrieve and shelve books and other materials according to procedure; compile data and statistics; prepare summary activity reports.

Participate in library programs and events as assigned.

Assist in training, assigning and reviewing the work of part-time and temporary employees and volunteers.

Participate in the preparation and maintenance of displays and exhibits; process bills and perform other related clerical duties including typing, data entry, and answering telephones.

Review and certify the accuracy of the library collection database; monitor and correct inaccuracies.

Assist with the maintenance of the City's virtual library including the installation of software and the more routine system configuration and troubleshooting of hardware and software issues.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Library Assistant I

Knowledge of:

Basic knowledge and use of library materials and terminology.

Practices and techniques of customer service.

Basic arithmetic including, addition, subtraction, multiplication, and division.

English usage, spelling, grammar and punctuation.

Modern office equipment and procedures including use of a variety of software applications.

Ability to:

Learn to perform a variety of responsible customer service tasks in support of library operations in circulation and technical service areas.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; intermittently push and pull carts; stand and sit continuously when on a public desk; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Learn to use automated cataloging, classification, bibliographical and circulation systems.

Make accurate mathematical calculations.

Use a personal computer and a variety of software applications; type at a speed necessary for successful job performance.

Work weekends and evening shifts as required.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

No experience is required; responsible customer service experience in a customer service environment is desired.

AND

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, GED, or higher level degree; supplemental course work in library science, information science, office technology or a related field is desirable.

License or Certificate

Possession of a valid California driver's license by date appointment.

Possession of, or ability to obtain within 6 months of date of hire, First Aid and CPR Certifications as issued by the American Red Cross.

Library Assistant II

In addition to requirements for the Library Assistant I:

Knowledge of:

Practices and procedures related to public library operations, including cataloging, bibliographic search procedures and use of reference sources and materials.

Basic policies and methods related to accounting and financial recordkeeping.

Ability to:

Independently perform responsible clerical tasks in support of library operations in circulation and technical service areas.

Experience and Training

Experience:

Two years of experience performing duties similar to that of a Library Assistant I in the City of Roseville.

AND

Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, GED, or higher level degree; supplemental course work in library science, information science, office technology or a related field is desirable.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of, or ability to obtain within 6 months of date of hire, First Aid and CPR Certifications as issued by the American Red Cross.

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