

City and Borough Sitka, Alaska

Class Specification

Class Title	Library Assistant
Class Code Number	3010
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Serves as an immediate contact point for Library patrons and provides staff support in the use of all Library resources; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide information to the public on Library services. The work is performed under the direct supervision of the Library Director but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the City and Borough Library as required or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, and the public. The principal duties of this class are performed in a public Library environment. An employee in this class may perform any one or more or any additional duties as assigned.

Examples of Essential Work (Illustrative Only)

- Provides direct services to Library patrons, including answering patron questions regarding the use of Library resources and general questions relating to a wide variety of academic and related areas;
- Explores all possible information sources for inquiring patrons, including all materials within the Library consortium of Sitka, other contributing Libraries in the inter-library loan program and other related sources as necessary;
- Checks books, videos, cassettes, CDs and other materials in and out of the Library, renews materials, places books on hold, notifies patrons of the arrival of held materials and collects overdue fines;
- Adds on-order items to circulation database;
- Reviews new book collection for incorporation into circulating collection or return to leasing company
- Listens to questions/concerns from patrons regarding library accounts and takes appropriate actions to resolve any discrepancy;
- Maintains a knowledge of reference services within the library and provides reference services to patrons on a wide variety of subjects and educational levels;

- Maintains a safe and secure library environment through monitoring patrons adherence to library procedures and guidelines and maintaining an awareness of all persons within the facility;
- Registers new patrons, including advising all individuals of the requirements for obtaining a Library card and the responsibilities entailed;
- Cleans books and related materials and inspects all circulating materials for damages, missing pieces or other signs of abuse;
- Distributes new magazines and newspapers, coordinates the reshelving process by organizing checked-in books and reshelving books as necessary;
- Prepares the Library for opening times by bringing up all computers, maintaining a clean and orderly environment and ensuring that all services are readily usable by patrons;
- Prepares Library for closing time by locking doors, unlocking the bookdrop, logging off all computers, backing-up the days computer transactions and straightening the Library's common areas;
- Provides demonstrations to patrons in the use of technological aspects of the Library, including microfilm, microfiche, Library's computer systems, Infotrac magazine computer index, CD Rom computer programs and Internet systems;
- Performs maintenance duties on Library materials, including replacing covers on books, replacing spine labels and pockets and cleaning and repairing videos as necessary;
- Locates lost books on shelves through the use of a trace computer list;
- Inventories reserve/hold shelf through the use of a computer generated report;
- Prepares and reserves books to be sent to schools;
- Gathers materials for special displays as necessary and requested;
- Greets all Library patrons and members of the public in a courteous and professional manner;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Good knowledge of standard library practices and procedures;
- Good knowledge of equipment used in library operations, including microfilm, microfiche, video and related communications equipment, CD Rom, Library computer systems and Internet services;
- Ability to ascertain the needs of Library patrons and direct them to the needed resource within the Library or contact outside services to ensure all available information is obtainable to the patron;
- Ability in basic math computations and alphabetic filing systems;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED, preferably supplemented by an Bachelor’s Degree or equivalent in a related field; and
- Some experience using basic research techniques, library sciences or other related fields; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to read books and patron requests;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to type and record library files;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to reshelve library materials.

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