CITY OF PULLMAN, WASHINGTON
CLASS SPECIFICATION

LIBRARY ASSISTANT 1303

GENERAL PURPOSE:
Performs a wide variety of general library work in technical and/or public services to assist patrons with daily operational needs of the Library, such as copy cataloging, processing, circulation and shelving library materials; performs related duties as assigned.

CLASSIFICATION SUMMARY:
The principal function of an employee in this class is dependent on the position's divisional assignment. In Circulation, the primary function is to check library materials in and out, register new patrons, assist patrons with general library information and shelve library materials. In Technical Services, the primary function is copy cataloging and data entry. In any division assignment, the employee in this position is expected to cross-train in other areas of library work. The work is performed under the direct supervision of the Librarian or library lead worker, as assigned. Although duties are subject to set formats, standards and local library procedures, incumbents have some leeway to rotate tasks or rearrange the normal routine to provide the best customer service to patrons. Due to the nature of the job, accuracy and attention to detail are of primary importance. The principal duties of this class are performed in a general office or library environment

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provides a variety of services at the **circulation** desk including: prepares library for opening; checks materials in and out using computer terminal; greets and directs patrons to various locations or locates materials; answers the phone; registers new patrons on library computer system; uses computer terminal to provide information to the public or explains how to use the library's computer system; receives and resolves complaints or refers public to a Librarian; collects and records fines and fees; assists supervisors with special projects.

Provides a variety of services in the area of **technical services** including: searching bibliographic utility as a source for MARC records, copy cataloging, updating holdings information, data entry and maintenance of the community resources database; assists supervisors with special projects.

Attends work on a regular and dependable basis.

Interact in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

May train part-time employees and volunteers on computer system operation and library policies and procedures; Participates in staff meetings to discuss and resolve problems, discuss ideas for improvement, and keep updated on library plans and activities; Maintains library public area in clean and orderly fashion by maintaining displays, cleaning computer terminals and other general cleaning and/or organizing tasks; Performs other related duties as required.

SELECTION FACTORS:
(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:
- Basic library programs and services provided to the public;
- General clerical work including computer data entry, alphabetical and numerical filing and recordkeeping.

Ability to:
- Provide effective customer service to library patrons;
- Accurately maintain library database systems including patron information and material catalogs;
- Meet and deal with the public in a calm, pleasant, and courteous manner;
- Learn the procedures of a public and technical services program within a short period of time;
- Understand and follow oral and written instructions and procedures;
- Effectively train part-time personnel in the operation of the library;
- Learn and become skilled in the operation of the library automated circulation and cataloging system;
- Establish and maintain effective working relationships with supervisor, co-corkers, and the general public;
- Work effectively as a member of a team;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:
(Persons applying for a position of this class should have any combination of the following experience and training.)

One year of work experience dealing with the public; or substituting successful completion of course work or training in office or library practices and principles for up to six months of the experience; or any equivalent combination of experience and training.

TOOLS AND EQUIPMENT USED:
Personal computer, computerized library information system (Dynix), copy machine, typewriter, telephone, 10-key calculator, VCR, tape player, audio & video tape splicers.

WORK ENVIRONMENT:
(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in a library environment while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. Physical exertion may be required to lift office supplies and library materials from overhead and from the floor. Sufficient vision or other powers of observation are essential to permit the employee to read, sort and shelve library materials and maintain patron and cataloging records. Often times, the employee must move, shelve and retrieve library materials from high and low settings.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt
Adopted: 9/82 Revised: 9/91, 5/94, 6/99, 12/01