

Job Class Title: Library Assistant

BASIC FUNCTION:

To provide assistance to library patrons in person and on the telephone; to staff the service desk, check out library materials, assist patrons with self-service checkout, process library card applications, collect fees and troubleshoot patron accounts; to shelve library materials such as books, periodicals, and media; to process returned library materials via an automated materials handling system or manual check-in, or to work in the Technical Services department of the library; to prepare new books and media for library circulation; to provide clerical support to the interlibrary loan function of the library; to unpack and coordinate interlibrary deliveries; and to perform related duties as assigned.

EXAMPLES OF WORK PERFORMED:

Library Assistant in Public Services

1. Promote a diverse and culturally competent respectful workplace.
2. Staff the service desk, check in library materials, collect library fees and answer account-related questions, assist patrons with library card applications, update borrower records, and provide assistance in person or over the phone to patrons with general questions.
3. Check in and sort library materials manually and monitor the automated materials handling system.
4. Shelve library materials by arranging them in alphabetical order or according to Dewey Decimal number, as appropriate.
5. Check library shelves on a periodic basis to ensure that materials are being maintained in proper sequential or alphabetical order, and reorganize materials as needed.
6. Straighten bookshelves and common areas of the library to maintain orderliness and appeal of the facility.
7. Unpack and distribute library materials delivered from other Ramsey County Library and metro-area library locations.
8. Fill requests for library materials from other branches by pulling requested items from library shelves and preparing and packing materials to be sent to designated branches.
9. Set up program rooms for library events, including technology set up.
10. Provide technical support to patrons, including assistance with copying, scanning, printing, and internet usage.
11. Perform public contact duties such as receiving and routing phone calls; responding to complaints and inquiries by phone and in person; directing patrons to proper locations; scheduling appointments for patrons or staff; and assigning service requests for program units or staff in accordance with established guidelines.
12. Perform other related duties as assigned.

Library Assistant in Technical Services

13. Prepare new books and materials to be sent to library branches for circulation by affixing and identifying labels, covering book jackets, and preparing cases for audiovisual materials.
14. Unpack new library materials received from vendors.
15. Check the accuracy of labels before sending new and reprocessed materials to library branches.
16. File and retrieve interlibrary loan paperwork.
17. Check in library materials that are routed through the Technical Services department, including items returned at other metro-area libraries.
18. Process library card applications from other library systems for County residents.

(The work assigned to a position in this classification may not include all possible tasks in this description and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.)

ESSENTIAL FUNCTIONS: 1, 2, 3, 6, 7, 8 9, 10, 11 ,12, 13.

SUPERVISOR/MANAGERIAL RESPONSIBILITY:

None.

INTERNAL/EXTERNAL RELATIONSHIPS:

Daily contact with patrons to answer questions, help locate materials, provide information on circulation policies, explain the calculation of fees and charges, collect fees and charges, and check library materials in and out; with other library staff to seek assistance, obtain policy interpretations, deliver messages, help locate un-shelved materials, and to provide assistance with other varied tasks; with delivery personnel to receive and send packages; and with custodial staff to deliver messages. Monthly contact with individuals conducting special programs for the library to assist them in setting up for the program, and in the case of children's programming, to monitor children's behavior and attend to disruptions.

IMPACT ON SERVICES/OPERATIONS:

Impacts on the timely shelving and retrieval of library materials; the provision of an inviting environment with a well-maintained collection, and the provision of accurate and prompt service to patrons. Poor performance is demonstrated by the failure to re-shelve materials promptly and accurately; the failure to collect fees and charges (or to collect the correct amounts); and failure to accurately document the payment of fees and charges. It is also demonstrated by allowing patrons to check out materials when their unpaid charges exceed the limit, or they lack proper identification; by improperly making change; by having an out of balance cash drawer; by failing to provide accurate information; by allowing a large number of un-shelved materials to accumulate; or by allowing the collection to become tattered, disorganized, or inaccessible. Proper performance is demonstrated by promptly returning materials to the correct location on the shelves; by keeping the collection organized and accessible; by providing prompt and accurate service to patrons and coworkers; by collecting the correct amount of fees and charges; by maintaining a tidy and welcoming environment that encourages people to use the library; and by the efficient processing of new library materials.

WORK ENVIRONMENT:

Standard library environment. Work requires standing or walking on a daily basis from 1-6 hours when shelving, packing, processing or checking library materials in and out. Repeated bending or stooping occurs anywhere from 1/2 hour-6 hours per day when shelving materials, removing returned items from bins or searching for particular requested materials. May be required to use kick stools on a daily basis to retrieve books from high shelves. Computer screens may be viewed for several hours per shift to update computer records and to check materials in and out. Incumbent may be required to lift at least 50 pounds on a daily basis when transporting delivery boxes filled with books. Required to push book bins and book carts weighing over 150 pounds on a daily basis.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of the Dewey Decimal system.
- Knowledge of library policies and procedures.
- Knowledge of the layout of the library facility and the location of materials.
- Knowledge of procedures for checking out materials from the circulation desks.
- Knowledge of the Horizon circulation module and other library software.
- Skill in mending or repairing books.
- Ability to explain Library circulation policies and procedures to the public.
- Ability to operate various library equipment including self-checkout machines, copiers, and disc repair machines.
- Ability to monitor the automated materials handling system, replace bins, and perform minor troubleshooting.
- Ability to operate a computer terminal using Microsoft Windows and a mouse.
- Ability to count and make change.

- Ability to file alphabetically and numerically.
- Ability to work with the general public and promote an inclusive, welcoming environment
- Ability to de-escalate and address patron conduct issues as needed.
- Ability to enter data using a computer keyboard and mouse.
- Ability, on a daily basis, to push book carts weighing over 150 pounds and lift at least 50 pounds while transporting boxes filled with books.

MINIMUM QUALIFICATIONS:

Education: Sufficient to perform required duties.

Experience: None.

Certifications/Licensure: None.

Other: Must be 18 years of age.