May 2021
FLSA: Non-Exempt

LIBRARY ASSISTANT

DEFINITION

Under general supervision, provides a variety of paraprofessional library services to District patrons to meet the informational, educational, and recreational needs of the community; develops and conducts a variety of programs for target audiences; advises and assists library patrons in use of library resources and equipment; assists with collection development, outreach, visual displays, and social media marketing for assigned areas to engage patrons and the public in library programs, services, and offerings; organizes and shelves materials; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level paraprofessional classification within the Librarian series. Incumbents are expected to function independently with programs, projects, or technical assignments, and lead projects and programs within their area of specialty. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL 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 qualified employees can perform the essential functions of the job.

- Provides reference and readers' advisory services to patrons in person, over the phone, and via e-mail; advises and assists library patrons in use of library resources; searches for and locates items in the library catalog as requested; answers general questions about library programs and library materials; registers patrons for library programs; ensures safety of library patrons.
- Promotes library programs, services, and resources; assists in preparation of materials to publicize library events and services and engage patrons and the community; advocates for the library, both at the service desks and in the community; interacts with the public at offsite events such as school festivals, back to school nights, and at local venues; builds relationships with members of the community and outside stakeholders to ensure the library is expanding its connections in the community.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment; provides instruction including methods to access and navigate the internet, retrieve information from online sources, create, print, and save documents, and create and access email accounts.
- Participates in preparing and maintaining library displays; sets up, takes down, and changes displays as needed; takes photos and promotes the District, services, programs, and events on District social media sites; decorates billboards with story time, holiday, or seasonal theming.
- Assists with the recruitment, selection, scheduling, training, and oversight of volunteers; reviews applications, responds to inquiries, and completes and files required documentation.

- Participates in the development, acquisition, cataloging, retention, withdrawing, and/or special handling of library materials.
- Assists with library collections arrangement, organization, and presentation; reads book reviews; researches online material and information; suggests and/or selects library materials for purchase; orders materials through technical services staff; performs weeding duties of the library collection; pulls items from the collection that appear damaged, are duplicates, or older editions.
- Maintains the aesthetics of assigned library areas; performs general housekeeping tasks such as cleaning public computers, peripherals, equipment, and storage rooms; sets up and takes down tables and chairs as needed for special events; adjusts furniture; checks and restocks supplies; picks up and discards trash; ensures books, materials, and toys are organized and properly shelved.
- Compiles and maintains reports and records of monthly activities and program statistics.
- Takes inventory of programming supplies and materials; creates crafts for story times and other programs; collaborates with local businesses to request donations for program supplies.
- Stays abreast of trends in library science, technology, and publishing that may affect operations; attends training meetings, conferences, and webinars; participates in staff meetings, committees, task forces, and workshops.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Completes special projects as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Developmental, educational, and recreational needs of library patrons including children, adolescents, and adults.
- Library terminology, materials, resources, policies, procedures, and techniques.
- American Library Association guidelines and standards.
- Best practices in library services.
- Reference interview methods and library research skills.
- Techniques for establishing and implementing library programs and special events.
- Principles, techniques, and procedures in cataloging, indexing, classifying, and organizing library materials.
- The District's collection.
- The Dewey Decimal classification system.
- Library databases and programs.
- Outreach and publicity methods and programs.
- Applicable federal, state, and local laws, codes, and regulations, including administrative policies and procedures.
- Recordkeeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan and conduct the activities, programs, projects, and operations of a specialized library function.
- Understand community needs and prepare and conduct various types of library programming to meet those needs.
- Prepare and deliver effective presentations before patrons, community groups, and others.
- Exhibit creativity in decorating library rooms and preparing programs for patrons.
- Effectively provide leadership and work direction to volunteers.
- File library material using the Dewey Decimal system.
- Work effectively with a diverse clientele including patrons of all ages, abilities, backgrounds, and cultures.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- React tactfully and diplomatically during interactions with staff, the public, and community groups.
- Adhere to and enforce sound library policies, procedures, and practices.
- Resolve interpersonal conflict.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in library information science, communications, education, or a related field.

Experience:
- Two (2) years of library support, customer service, administrative support, teaching, child development, community organizing, or related experience.

Licenses and Certifications:

- None.

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 is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull

materials and objects up to 25 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

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.

SPECIAL CONDITIONS

Public Employees Disaster Service Worker. In accordance with Government Code Section 3100, California public employees may be called upon to perform assigned disaster service worker duties in the event of an emergency or a disaster.