



City of Irving Job Description

Library Assistant

FLSA Status:	Non-Exempt	Job Department:	Library
Job Code:	L652 (FT) / L655 (PT)	Reports To (Job Title):	Varies

PURPOSE

To perform a wide variety of complex library work in the areas dealing with the circulation of library materials to library patrons, technical services processing, and the library's services to adults, teens, and children. To provide assistance to library patrons as well as professional and supervisory staff. To prepare, preserve and maintain the orderly condition of the library collection at all library locations through the proper collection, check-in, sorting, and shelving of library materials, as well as, the processing, maintenance, and mending of library materials.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Advise and assist library patrons in checking out materials and registering library cards, answering questions related to the patron's library accounts in person, over the phone, or if required via e-mail.
- Shelf and maintain library materials according to the proper classification system.
- Receive or collect returned library materials; pick up and/or unload materials from floor or return bins.
- Accurately check-in returned library materials, sorting and preparing items for shelving or delivery to other library locations.
- Unload delivery tubs and properly route items for check-in, selectors, or other handling.
- Assist library patrons in finding library materials and information using the library catalog, databases, and other resources.
- Assist library patrons with the public computers or other library equipment that is available for public use, including printers, scanners, or other equipment.
- Enforce library policies and procedures in a tactful and respectful manner to ensure the safety and integrity of materials, customers, and staff members.
- Search and pull materials requested and ensure they are sent to the appropriate locations.
- Receive and process payments from library patrons for charges or other fees.
- Straighten shelves, tables, and library in general, picking up library materials used in-house for re-shelving.
- Assist professional staff with library programs, including preparation, planning, and performance, as needed or assigned.

If on General Assignment:

- Review and determine proper handling and routing of damaged library materials.
- Repair and/or clean damaged library materials, which includes routing to the professional staff or Technical Services if needed.
- Receive and organize donations, routing to selectors for review or to Friends of the Library.

- Assist in the inventory and maintenance of the library collection, which includes barcode scanning, processing reports, and shifting and moving shelves.
- Assist professional staff in weeding library materials, processing reports and preparing materials for withdrawal.
- Assist professional staff in creating or organizing library book, seasonal, or art displays.
- Assist professional staff with creating or printing booklists, handouts, or flyers.
- Assist librarian in charge with closing the building (straightening up, informing patrons to gather materials, and ensuring the building is empty).

If Assigned to Technical Services:

- Apply labels, stamps, security strips, etc. required to circulate library materials.
- Rectify processing of older materials to reflect new policies / procedures.
- Assist catalogers with quality control by monitoring the correct match of labels and codes for library materials with variances according to format, collection and age level.
- Apply book covers as required to circulate library materials.
- Print barcodes and other labels that are required for circulating library materials.
- Utilize appropriate containers for library materials, especially AV, to allow for circulation.
- Review and determine proper handling, repair or bindery method for damaged materials, mending with special glues and tapes or using specific techniques or by preparing new containers.
- Process transfers of library materials between locations including changes in item record, reprinting of labels, and/or changes of location labels.
- Process bindery materials including counts, cost reports, and replacing covers and labels.
- Prepare supply requests, including ordering, receiving, and tracking budget.
- Check-in new serials issues and prepare for distribution/circulation
- Unpack and verify accuracy of shipments of new library materials, and check for damaged items.
- Sort and process incoming/outgoing mail, sort into tubs for other locations, deliver and pick up in specified locations within the building.
- Unpack or pack shipments of interlibrary loans.
- Maintain lists and manuals in Word and Excel to facilitate processing tasks.
- Identify and set aside library materials which need cleaning or repair; as assigned, inspect, repair, mend, and clean books, videos, and other library materials.

OTHER DUTIES AND RESPONSIBILITIES

- Participate in departmental and location staff meetings.
- Participate in departmental or library training.
- Train and monitor tasks/assignments for volunteers.
- Work on assigned Sundays (circulation service area or information desks).
- Other related duties as needed or assigned by supervisor.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position handles daily financial transactions with library patrons, processes cash, check, or credit card payments and receipts into the library's cash register for accounting purposes.

If Assigned to Technical Services: Prepare order lists of library processing supplies of up to \$20,000 per year and order supplies using City purchasing card.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a High School diploma or GED.
- An Associates degree or equivalent educational experience is *preferred*.

EXPERIENCE

- Minimum one (1) year of responsible library experience, with customer service experience.
- *If Assigned to Technical Services:* At least one (1) year of experience performing detailed handwork is required; additionally, one (1) year of library experience and one (1) year of experience with an Integrated Library System (ILS) would also be highly desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid state-issued driver's license, or the ability to obtain one, may be required.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstances.
- Dewey Decimal System: The classification filing system of library books and other publications into ten major categories, with each category being further subdivided by number.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Library Operations: Principles and practices of basic library operations, including the catalog system, reader's advisory, and reference services.
- Maintenance Principles: Processes involved in upkeep and maintenance of property, equipment, and inventory to the optimum state of cleanliness, repair and efficiency.
- Office Systems: Administrative / clerical procedures and systems, such as word-processing, filing and records management, form design principles, and other office procedures. This includes number facility for purposes of filing and counting.
- Computer Usage: Hardware and software applications; including, current word processing, presentation, spreadsheet, and database programs used by the City.
- Integrated Library System for serials check-in, item records maintenance, printing labels, circulation tasks.

- US Postal Service specifications for regular and bulk mailings.
- *If Assigned to Technical Services:* Standard bookbinding components and proper types of glues and other adhesives for use in library books and materials.

SKILLS AND ABILITIES IN

- **Accuracy:** Paying attention to detail in dealing with numbers, words, documents, and ideas, as well as papers and materials relevant to assigned tasks.
- **Process Proficiency:** Accurately, neatly, and efficiently completing tasks and processes, such as applying labels, stamps, and book covers, repackaging AV materials and related graphics, proofreading, and sorting.
- **Service Orientation:** Actively looking for ways to help people.
- **Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring.
- **Time Management:** Prioritizing and completing assignments on time.
- **Active Listening and Inquiry:** Effectively structuring questions, answering, and listening interactions with clients to determine their needs, which involves asking questions appropriate to understand information or ideas presented.
- **Written and Oral Expression:** Communicating information or ideas in writing, as well as through speech, so others will understand.
- **Reading Comprehension:** Reading and interpreting documents.
- **Mechanical/Technical:** Safely operating a variety of office machinery.
- **Keyboarding/Typing:** Accurately entering information using computer keyboard.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Direction and Instructional Comprehension:** Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Team Leadership:** Participating in a leadership role to motivate, develop, direct and accomplish team goals and produce effective results.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Citizens and customers of the Library; Librarians and library staff in other work units; Delivery personnel (USPS, UPS, FedEx or other City staff); Program presenters or authors visiting the library.

Additionally, if assigned to Technical Services: Bindery vendor staff and vendors of processing supplies.

EQUIPMENT AND PROPERTY

Computer workstations (computers, barcode scanners, receipt printers, and printers), telephones, fax/scan units, copiers, coin boxes, and equipment to de-activate/activate security on library materials. Also, standard office equipment, such as tape dispensers and scissors. Use of book trucks, dollies, library stamps, box cutters, laminating equipment, DVD/CD disc repair equipment, paper cutter and Cricut equipment.

Additionally, if assigned to Technical Services: Knives, folding tools, Velo binding equipment, and library materials processing equipment, such as book covering tools and security device tools.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to grasp, handle, feel, listen, see, stand, reach, stoop, bend, talk, and/or walk. Frequently, s/he is required to balance, kneel, lift up to 60 lbs, pull, and/or push. Occasionally, s/he is required to climb, crawl, drive a vehicle, sit, and/or smell. S/he will read screens of data on computer monitors and use a keyboard and mouse/track ball. Specific vision requirements: close vision, distance vision, and color vision.

In addition, s/he will stand for long periods of time when, among other tasks, working a service desk or shelving materials. Also, s/he will manipulate book trucks weighing up to 400 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee may have occasional exposure to confining work spaces, dirty environment or library materials, air contaminations (including dust and mold from books and other materials), improper illumination, noise, toxic or caustic materials, and/or violence. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.