



# EMPLOYMENT OPPORTUNITY

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**PLEASE POST**

### Library Assistant I and Library Technical Assistant - Employment Pool

**JOB NUMBER:** 2004-088

#### General Position Information

This announcement will be used to create a pool of qualified applicants to fill regular Library Assistant I positions located at various KCLS Community Library Clusters. All our libraries have been organized into clusters. When you indicate an interest in working at a cluster on page 2 of the *Applicant Data Sheet*, you must be available to work in all community libraries within the cluster. The number of hours in each regular position will vary as openings occur.

We are currently accepting applicants for regular positions only. Limited number of Library Assistant substitute positions are filled from the Employment Pool as needed.

**COMPENSATION:** Starts at \$15.739 per hour, plus excellent benefits for regular union-represented employment positions.

**POOL SCREENING PROCESS:** Applications are being accepted on an on-going basis and will be screened as they are received. Individuals who qualify will be placed in the employment pool according to the employment interest, location preference, and available hours indicated on the Applicant Data Sheet.

**TO APPLY:** Submit one completed set of King County Library System (KCLS) application materials (available on our website) and the attached supplemental questionnaire. Resume and cover letter are also desired. **Current KCLS regular employees who want to be considered for any Library Assistant I openings must apply and be accepted into the Library Assistant I Employment Pool to be considered for those openings.** Application forms are available at any KCLS branch library, the Issaquah Service Center, or can be downloaded at <http://www.kcls.org/employment>. Submit completed application to address below:

**OUR ADDRESS:** King County Library System                      Phone: 425-369-3224  
Human Resources Department                      Fax: 425-369-3214  
960 Newport Way NW  
Issaquah, WA 98027

#### Position Description:

Library Assistants are usually the first point of contact in KCLS Libraries. As customer service representatives they provide basic information about KCLS materials, programs and services, perform circulation functions and basic clerical activities in support of all library services.

OVER

### Duties and Responsibilities:

- Check-in and check-out library material to patrons.
- Provide information to patrons and collect fines for overdue books and materials.
- Maintain cash register.
- Assist patrons in locating material at the assigned branch and within KCLS.
- Process patron holds and shelve library materials.
- Answer phones and provide requested information or direct calls to appropriate source.
- Sort and route mail.
- Register and orient new patrons.
- Maintain and process serials.
- Process shipments.
- Check in SLICKS and transit boxes.
- Resolve problems regarding patron's circulation record.
- Other related duties as assigned.

### Qualifications:

#### Knowledge required:

- Considerable knowledge of customer service techniques in a wide variety of situations and towards a diverse patron population.

#### Ability to:

- Resolve patron complaints and handle difficult situations involving patrons at the assigned branch.
- Read, speak, write and understand the English language.
- Manage several projects at once and adapt to changing needs.
- Develop and maintain positive relationships with staff and patrons.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Communicate effectively with a diverse population.

#### Skill in:

- Handling high volume of work, while accurately processing information.
- The use of computer software and hardware as well as e-mail and the Internet.
- Listening to, understanding and interpreting information received for employees and patrons, including policies and procedures.
- Assessing situations/problems and logically finding solutions.
- Using a wide range of office equipment.

#### Education/Experience:

- A typical way of obtaining the knowledge, skills and abilities outlined above is with a high school diploma or GED equivalent, one year of experience or training in a customer service environment; or an equivalent combination of training and experience to successfully perform the duties of the position.

### Physical Demands:

The position requires continuous standing, keyboarding, talking, reaching, handling, grasping, hearing, and repetitive motions of hands/wrists. It also requires close and distance vision and the ability to adjust focus. Pushing, and pulling 100 pound carts and lifting boxes weighing up to 40 pounds.

### Work Environment:

Work is performed in a library environment. Varied work hours, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. There may be some exposure to angry or hostile individuals.

*Please Let Us Know If You Need Any Accommodation To Apply Or Interview For This Position.*

EMPLOYMENT IS CONDITIONAL, BASED ON SUCCESSFUL COMPLETION OF BACKGROUND

INQUIRY WITH THE WASHINGTON STATE PATROL. Date Posted: (1/14/09) Library Assistant I - Employment Pool #2004-088 2009 v1

**Supplemental Questionnaire**  
**Library Assistant I Technical Assistant - Employment Pool #2004-088**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

The following information applies to Library Assistant I positions that serve as Library Technical Assistants (LTA). Hourly rate increases by \$1.15 per hour when the employee has passed the LTA training, and is approved by Human Resources for LTA pay.

LTA Duties:

- Provide technical assistance to staff regarding the use of computer hardware and software.
- Receive, configure, and install new or replacement computer equipment/parts at branch library locations in coordination with Information Technology Services.
- Reset equipment when instructed by Information Technology Services.
- Perform routine/preventative maintenance on all computer equipment. Resolve printer problems and replace ink cartridges.
- Provide front-line troubleshooting, diagnosis and minor repair of hardware and software.
- Report equipment problems and resolutions to Information Technology Services.
- Work with Information Technology Services to solve common hardware, network, and software questions and problems over the phone or in person.
- Change or add to software configurations as directed by Information Technology Services.
- Perform duties associated to current Library Assistant, Intermediate Library Assistant or Senior Library Assistant position as directed.
- Perform other duties as assigned.

In addition to the education and experience information outlined for Library Assistant I positions, the Library Technical Assistant position requires one to two years specializing in computer hardware and software, plus classroom and on-the-job training to learn LTA functions.

Please check one of the following and return this supplemental questionnaire with your application form.

Are you interested in opportunities to work as a Library Technical Assistant?     Yes     No

If yes, please include a separate sheet with responses to the following two questions:

1. Give specific examples that demonstrate your ability and aptitude with computer technology. Include any computer troubleshooting you have done and your experience with Microsoft Word and Excel.
  
2. What steps would you take if something went wrong with a computer you own? If the computer seemed to be dead what would you do? If your monitor seemed to be dead, what would you do?