

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Lead Library Assistant I**

Dept: **Public Services**

Job Code Number: **10437**

Reports to: **Circulation Supervisor**

Grade Number: **11, Represented**

Effective Date: **April 2009**

FLSA Status: **Non-Exempt**

General Position Summary:

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. This position leads the Library Assistants at a medium or large branch. Assigns and monitors the work of Library Assistants. This position participates in the selection, training, scheduling and evaluating of the LA's. Schedules workflow of the circulation desk and arranges for substitutes required. Maintains cash accounts at assigned branch, makes bank deposits and insures that related bank records are complete and maintained. Performs circulation services and may perform ready reference services

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Lead LA's at branch, including assisting in the hiring and evaluation process. Duties also include scheduling, coaching and monitoring.
2. Schedule library workflow and arrange for substitutes.
3. Provide on the job training for LA's.
4. Perform banking functions for assigned branch such as making deposits, maintaining appropriate banking records and completing monthly financial report.
5. Oversee and manage ordering supplies for branch.
6. Provide circulation services to patrons, respond to questions and provide information regarding local and system wide KCLS services, programs and materials.
7. Resolve equipment problems or refer to proper repair personnel.

LTA Duties:

1. Perform routine maintenance on all computer equipment.
2. Troubleshoot and repair PC's including changing disk drives, and peripherals.
3. Download, install, and configure new/upgraded software.
4. Provide instruction to staff and patrons on use of hardware and software applications.
5. Report problems to ITS and coordinate non-routine maintenance and repair work with ITS technicians.

6. Work with technicians on site to resolve problems and update skills.
7. Keep adequate, detailed records of PC maintenance, configurations and procedures.
8. Maintain adequate branch supplies and spare parts inventories.
9. Attend LTA training sessions.

May also perform any of the following:

1. Maintain periodical collections, sort, process, barcode, report and resolve problems as they occur.
2. Process damaged books, CIV holiday books, order and assign generic entries to barcodes.
3. Create displays and bulletin boards and promote library programs.
4. Participate on system wide committees.
5. Schedule desk time, arrange for substitute Librarians and Library Assistants.
6. Act in place of supervisor when incumbent is absent.
7. Directs the work of Pages at library.
8. Manage and train volunteers for the branch.
9. Provide basic reference services to the public at medium libraries.
8. Assist patrons with library resources including computers at medium libraries.

Communication:

Contacts are normally made with KCLS employees and patrons. Contacts are frequently initiated by a third party and regularly are initiated on the incumbent's own initiative. The position has a requirement to interact with customers frequently and communications regularly contain confidential/sensitive information necessitating discretion.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for problem solving with others within own department. The position has no formal responsibility for designing new programs/services or concepts and the job involves a moderate degree of complexity. The incumbent receives moderate supervision and recurring work situations are experiences with occasional variations from the norm. Decisions are made within specific organizational policy constraints/guidelines.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. The position foresees issues associated with own work and identifies future needs for supplies, equipment and resources. The position makes decisions that have impact within own work unit and the incumbent's work is occasionally monitored or checked by the supervisor.

Leadership:

The position is responsible for mentoring as a unit lead and it is responsible for role modeling and promoting organizational values within work unit or department and as a representative of the organization to the public/patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High School diploma or G.E.D. supplemented by some post-secondary training in a related field.
- Two to four years experience in library operations and library systems and procedures.
- Classroom and on-the job training in KCLS systems, records and procedures applicable handling cash, computer software and customer service.

Necessary Knowledge, Ability and Skills:

- Working knowledge of KCLS policies, procedures, and systems across all areas including accounting, Human Resources, library operations etc.
- Working knowledge of principles of supervision.
- Considerable knowledge of KCLS circulation procedures and policies.
- Working knowledge of services, programs and materials available through the KCLS and at the local branch.
- Working knowledge of office software such as Word and Excel.
- Extensive knowledge of customer services concepts and techniques, including dealing with a diverse population.

Ability to:

- Make decisions and act on them appropriately.
- Read, speak, write and understand the English language.
- Use discretion in handling personal matters of patrons and staff.
- Administer detailed systems and procedures and the application of them to individual patrons.
- Effectively listen to other employees and patrons as part of understanding their needs and concerns.
- Manage time to maximize productivity.
- Develop and maintain positive relationship with staff and patrons.
- Troubleshoot and resolve problems satisfactorily.
- Communicate effectively with a diverse population.

Skill in:

- The use of computer software and hardware as well as e-mail and the Internet.
- Communicating with employees, staff and patrons.
- Planning workflow, staff work schedules and related operational activities.
- Developing and training staff members.
- Providing and maintaining good customer relations including effectively resolving customer complaints in a variety of areas.
- Effectively working in a team oriented work environment.

**SPECIAL REQUIREMENTS**

LTA certification for LTA's.

**PHYSICAL DEMANDS**

The position requires continuous standing, walking, grasping, hearing reaching, repetitive motions of hands/wrists; close, distance, and peripheral vision is also required as is depth perception and the ability to adjust focus. The position is required to push and pull 100 pound carts and lift boxes weighing up to 50 pounds.

**WORK ENVIRONMENT**

Work is performed in a library environment. Constant standing, extensive PC monitor work, heavy lifting, and extensive close work (eyestrain). Work varied schedule including evenings and weekends. There may be some exposure to angry or hostile individuals.

Advancement Possibilities: (depending on qualifications)

Lead Library Assistant II  
Circulation Supervisor  
Library Associate Series  
Librarian Series

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 KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR