

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Assistant I Trainee (temporary, up to one year appointment)**

Dept: **Public Services**

Job Code: **10449**

Reports to: **Managing Librarian**

Grade Number: **6, Non-Represented**

Effective Date: **August 2005**

FLSA Status: **Non-Exempt**

General Position Summary:

Library Assistant Trainee positions are in-service training for customer service first contact positions in KCLS Libraries and other service points. As customer service representative trainees, they hone their skills in providing basic information about KCLS materials, programs and services, performing circulation functions and basic clerical activities in support of all library services. Answer and direct phone calls from public. Perform activities requiring dealing with a diverse public, responding to questions, giving directions; maintaining cash register, and processing slick. Other individual assigned duties may include maintenance of magazines, simple mends, and assisting with bulletin boards.

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. Most essential duties are completed under the direction and guidance of a coach.

1. Check-in and check-out library material to patrons and assist patrons with self-check-in and check-out.
2. Provide information to patrons and collect fines for overdue books and materials.
3. Assist patrons in locating material at the assigned branch and within KCLS.
4. Process patron holds and shelve library materials.
5. Register and orient new patrons.
6. Process shipments.
7. Provide ready reference service.

Secondary Duties:

1. "Read" shelves to assure that they are organized and materials are properly shelved.
2. Prepare library for opening and/or closing by performing such assignments as logging on/off computers, replenishing depleted supplies (e.g. pencils, pads, printer and photocopy paper).
3. Pick up debris on library grounds, as required.
4. Other related duties and trainee activities, as assigned.

Communication:

Contacts are normally made with KCLS employees and patrons. Contacts are frequently initiated by a third party, regularly are made on the incumbent's own initiative and occasionally are made at the supervisor's request. The position has a requirement to interact with customers frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates under the guidance of a coach. Direction is through clearly established and well-known procedures. The position is responsible for solving problems with own workflow and processes. The job involves a moderate degree of complexity such as assisting patrons with a variety of needs or concerns. Regular and recurring work situations are experienced with occasional variations from the norm for which incumbent has coach assistance. Decisions are made within strictly prescribed operating guidelines and with assistance from coach.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. The position has little impact on others. The incumbent's work is regularly monitored.

Leadership:

The position has little role modeling responsibility within work unit or department and some responsibility for promoting organizational values as a representative of the organization to the public/patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High school diploma or GED equivalent.
- Successful completion of the KCLS Page Fellowship program.

Necessary Knowledge, Ability and Skills:

- Some knowledge of customer service techniques applicable in a wide variety of situations and towards a diverse patron population.
- Some knowledge of circulation systems and online catalog.
- Knowledge of Dewey Decimal system.

Ability to:

- Use discretion to resolve problems.
- Read, speak, write and understand the English language.
- Adapt to changing needs and continuously learn and keep current.
- Develop and maintain positive relationships with staff and patrons and be approachable, friendly and open.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Communicate effectively with a diverse population.
- Work effectively as a member of a team.
- Adapt to others and new situations; be flexible; and handle multiple tasks.
- Perform basic math (add, subtract, multiply and divide).

Skill in:

- The use of computer software and hardware as well as e-mail and the Internet.
- Listening to, understanding and interpreting information received from employees and patrons and being attentive and responsive to concerns.
- Assessing situations/problems and logically finding solutions.
- Using a wide range of office equipment.

SPECIAL REQUIREMENTS

None

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, depth perception and the ability to adjust focus. Pushing and pulling up to 200 pounds carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

Work is performed in library mobile library environments. 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. Extensive travel may be required as well as heavy lifting and constant standing.

Advancement Possibilities:

Library Assistant I
Library Assistant II
Library Associate

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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: _____
HR Manager

Final: 8/5/05