

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Assistant II**

Dept: **Public Services**

Job Code Number: **10436**

Reports to: **Lead Library Assistant II**

Grade Number: **11, Represented**

Effective Date: **July 2001**

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. Provide circulation services to patrons of a resource or regional library. Check-in and check-out books and other material and respond to patron questions regarding materials and programs available through the KCLS. Maintain cash account at assigned bank branch, make bank deposits and insure that related bank records are complete and maintained. Provides other resource functions related to the resource or regional library. This position serves as backup for the Lead Library Assistant II.

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. Provides circulation services to patrons, responds to questions and provides information regarding local and system wide services, programs and materials.
2. Perform circulation functions such as checking books and other materials in and out, maintaining on-hold status materials and responding to patron questions.
3. Maintain cash drawer, bank deposits, assist with monthly reports, and acts as backup to lead.
4. Monitor library's D-mail account (forward, respond, delete or act on items in the general library account)
5. Register patrons for programs and classes being held at the branch library.
6. Resolve equipment problems or refer to proper repair personnel.
7. Oversee and manage ordering of supplies for the branch.
8. Participates in training and communicating policy and procedures to Library Assistant staff.

LTA Duties:

1. Perform routine maintenance on all computer equipment.
2. Troubleshoot and repair PC's including changing disk drives, CPU fans, peripherals, and adding memory.
3. Troubleshoot and repair Wyse terminals.

4. Download, install, and configure new/upgraded software.
5. Provide instruction to staff and patrons on use of hardware and software applications.
6. Report problems to ITS and coordinate non-routine maintenance and repair work with ITS technicians.
7. Work with technicians on site to resolve problems and update skills.
8. Keep adequate, detailed records of PC maintenance, configurations and procedures.
9. Maintain adequate branch supplies and spare parts inventories.
10. Attend LTA meetings and 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. Provide basic reference service to patrons
5. Participate on system wide committees.
6. Mentor Library Assistants and volunteers at the local branch.
7. Schedule desk time, arrange for substitute LA's and pages.
8. May manage and train volunteers for branch.

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 does include mentoring responsibility. 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 GED, 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 to 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.
- Some knowledge of principles of supervision.
- Considerable knowledge of KCLS circulation procedures and policies.
- Working knowledge of services, program 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.
- Communicate effectively 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 questions and concerns of patrons.
- 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.

Skill in:

- The use of computer software and hardware.
- Developing and training staff as assigned.

- Listening to, understanding and interpreting information received from employees and patrons.
- Handling patron relations in situations that are sometimes difficult.
- Managing priorities and organizing work.

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 40 pounds.

WORK ENVIRONMENT

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

Advancement Possibilities:

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: _____
HR Manager

Final: 7/25/01