

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Assistant I**

Dept: **Public Services**

Job Code: **10447**

Reports to: **Various**

Grade Number: **8, Represented**

Effective Date: **December 2010**

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. Perform circulation functions and basic clerical activities in support of all library services. Answer and direct phone calls from public. Provide ready reference functions. Perform desk time requiring dealing with a diverse public, respond to questions, give directions, maintain cash register, shelve materials and process holds. Other individual assigned duties may include maintenance of magazines, simple mends, and bulletin boards. May have additional position requirements as Library Technical Assistant (LTA).

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. Check-in and check-out library material to patrons.
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. Answer phones and provide requested information or direct calls to appropriate source.
6. Sort and route mail.
7. Register and orient new patrons.
8. Maintain and process serials.
9. Process shipments.
10. Resolve problems regarding patron's circulation record.
11. Provide ready reference service.

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. 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 meetings and training sessions.

Secondary Duties:

1. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and patrons. Contacts are frequently initiated by a third party, frequently are made on the incumbent's own initiative and regularly 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 from clearly established and well-known procedures (on a general basis). The position is responsible for solving problems with own workflow and procedures (LTA responsible for problem solving with others within own department.) The job involves a moderate degree of complexity (higher degree for LTAs). The position operates independently with minimal supervision and recurring work situations are experienced with occasional variations from the norm. Decisions are made within specific (general for LTA's) organizational policy constraints/guidelines.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. The incumbent foresees issues associated with own work flow and schedule, and may make decisions that have impact within own work unit or cluster. The incumbent's work is occasionally monitored.

Leadership:

This position 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 equivalent.
- One to two years work experience, preferable in a library system, (One to two years for LTA specializing in computer hardware and software, preferred).
- Classroom and on-the-job training to learn LTA function.

Necessary Knowledge, Ability and Skills:

- Considerable knowledge of customer service techniques in a wide variety of situations with a diverse patron population.
- Working knowledge of library needs and desires of 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.
- Learn and use system, procedures and policies related to work duties and responsibilities.

Skill in:

- 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.
- Assessing situations/problems and logically finding solutions.
- Using a wide range of office equipment.

SPECIAL REQUIREMENTS

LTA certification for LTA's.

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. The position is required to push and pull 100 pounds carts and lift boxes weighing up to 40 pounds.

WORK ENVIRONMENT

Work is performed in a library environment. Varied work hours, including evenings and weekends, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Lead Library Assistant
Library Associate

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

Final: 7/25/01
Revised: 11/1/2010