

**JEFFERSON COUNTY RURAL LIBRARY DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: LIBRARY ASSISTANT I - CIRCULATION

CLASSIFICATION SUMMARY:

This is clerical and technical work relating to the effective operation of the library. Positions in this class perform a wide variety of different tasks related to one or more major program areas of the library including circulation, information provision, outreach, and technical services. The level of responsibility increases with experience on the job to a level where employees function with considerable independence. Initially work is checked by librarians, managers or other assistants. Careful attention to detail is required in all assigned areas. Work requires a considerable amount of contact with patrons of all age levels and library employees. Work is performed under the general supervision of a Library Manager or Library Assistant II.

DISTINGUISHING CHARACTERISTICS:

Incumbents in the Library Assistant I classification assist patrons in locating and using library resources and perform general technical, clerical, and circulation customer service work in support of the public service functions of the library at either the Main Library or the Bookmobile. Library Assistant II incumbents exercise greater independence and perform more complex library duties requiring greater knowledge and experience in a functional area such as acquisitions, serials, interlibrary loan, youth services and reference.

PRIMARY DUTIES AND RESPONSIBILITIES - GENERAL:

(The following are not intended to serve as a comprehensive list of all duties performed in this classification, and are a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties).

- Assists in ensuring the delivery of high quality library services to the community.
- Builds and maintains responsive, effective relationships with internal and external customers.
- Provides direct public service, checking materials in and out and answering patron inquiries.
- Interacts with patrons in-person, by telephone, and electronically.
- Performs a variety of circulation duties; checks books and library materials in and out, receives hold requests, processes library card applications; collects fees for late/damaged library materials, and answers incoming calls.
- Prints and processes daily circulation reports.
- Assists patrons in the use of library computers, databases, and equipment.
- Provides readers advisory and ready reference assistance to patrons.
- Uses a variety of library software applications.
- Assists patrons in accessing desired library materials.
- Explains library rules, policies, and procedures to the public.
- Processes, sorts, organizes and shelves assigned library materials.
- Empties book drops.
- Straightens, organizes, rearranges, and shifts books and other library materials.
- Locates, pulls, and processes hold, rotation, and/or inter-library loan items.
- Creates and maintains assigned library book displays and bulletin boards.
- Provides general assistance with collection maintenance activities as required.
- Performs clerical duties including maintaining library records, data entry, preparing reports, and processing library mail.
- Assists with maintaining library facilities and equipment.

- May serve as backup for Library Assistant I – Processing.
- May provide direction and assistance to volunteers and student workers.
- May assist with collection maintenance tasks.
- May assist with set-up and coordination of library programs.
- May assist in ordering library supplies, books and/or materials, and maintaining supply inventories.
- May operate Bookmobile; load truck with materials, drive to assigned locations, and assist patrons with registration, charging and discharging materials.
- May be responsible for bookmobile operations in the absence of Manager.
- Performs other duties as assigned or required.

KNOWLEDGE AND ABILITIES:

(Depending on the work assignment, some or all of the following may apply).

Knowledge of:

- Library functions, methods and organization.
- Policies and procedures relative to library operations.
- Dewey Decimal system of classification.
- Circulation processes and procedures.
- Current technology, computer systems, software, databases and office equipment.
- Modern office practices, procedures and equipment.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Telephone techniques and etiquette.

Ability to:

- Provide information to patrons in a tactful and courteous manner.
- Assist patrons in locating and utilizing library materials through the use of the online catalog and other library resources.
- Continuously learn and apply new knowledge related to the cataloging, processing and circulation of library materials.
- Operate relevant computer systems including hardware and software, such as Microsoft Word, Excel, electronic databases, e-mail, and Internet navigation; as well as office equipment and security systems
- Learn and explain library practices, procedures and equipment.
- Provide assistance and direction to others.
- Determine appropriate action within clearly defined guidelines.
- Establish and maintain effective working relationships with other staff, other libraries, community groups, library patrons, and the general public.
- Handle money transactions and prepare related financial reports required for cash reconciliation.
- Work cooperatively with others.
- Communicate effectively both orally and in writing.
- Maintain library in a neat and orderly condition.
- Monitor and maintain acceptable patron behavior in the library.
- May be required to operate a 34-foot long front-engine style truck in a competent and safe manner.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalent, and one-year of direct-contact customer service.

REQUIRED LICENSES OR CERTIFICATIONS:

Depending on area of assignment (e.g. Bookmobile and/or courier duties), a valid Washington Driver's License and an acceptable driving record as defined by our Fleet Insurance may be required

PHYSICAL DEMANDS

Must be able to stand, sit or remain in a stationary position for extended periods of time; move about inside and around the library; organize and arrange resources inside and outside of the library, including organizing books and other library resources on library shelves with a height of up to 6.5 feet; relocate and move carts weighing up to 150 pounds and boxes and bags weighing up to 50 pounds; regularly operate computers and other library equipment including copiers and printers; and communicate with library staff and patrons.

WORK ENVIRONMENT:

Work is generally performed inside in a library environment. Work is performed in varied schedules, including weekends and evenings. May have some exposure to angry or hostile patrons. Bookmobile work may be performed outside in the elements, including driving in inclement conditions.

Classification Specification: January 22, 2008

Amended: June 2017