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| <b>CLASSIFICATION TITLE:</b><br>Library Assistant | <b>JOB NUMBER:</b><br>7083 | <b>AFFILIATION:</b><br>Unaffiliated<br>(Non-Union) |
| <b>REPORTS TO:</b><br>Library Supervisor          | <b>PAY GRADE:</b><br>13    | <b>FLSA STATUS:</b><br>Non-Exempt                  |

## GENERAL SUMMARY

Performs administrative support work providing a variety of responsible library and clerical duties, assisting in the organization of the library and library materials, and related work as apparent or assigned. Works a varied schedule to include days, evenings and weekends. Work is performed under the close to moderate supervision of the Library Supervisor or designee.

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Performs a variety of responsible library and clerical duties to assist patrons; answers reference questions; provides information and explains library procedures and policies; periodically assists in locating and gathering materials and demonstrates proper use of reference materials, eResources, databases and services; assists patrons with the use of various digital devices and library equipment.
- Performs a variety of services at the circulation desk; checks books and materials in and out; sensitizes and desensitizes materials utilizing the library security system.
- Assists in the monitoring of patron behavior and ensures positive and harmonious interaction and relationships between patrons and library staff, assists in the overall security of the library and its premises.

- Organizes circulation desk, reference, and children's desks as needed; performs opening/closing procedures; assists patrons at the desks and on the phone; directs or refers patrons to appropriate library personnel; promotes library services relevant to patron needs.
- Registers patrons for library cards; issues and renews library cards according to established guidelines; performs and submits financial transactions on automated system; ensures security of monies at circulation desk; assists in maintaining security of library materials.
- Sorts returned materials to carts or shelves; operates a variety of library equipment to perform assigned tasks; records library statistics; opens meeting and study rooms as scheduled; assists in maintaining a clean and orderly library environment.
- Attends community outreach events to promote library usage and services; supports library programming, including the promotion, creation, and execution of library events.

#### COMMUNITY ENGAGEMENT OPTION

- Designs, plans, and implements programming for all ages to meet community needs; organizes community outreach events to promote library usage and services.
- Assists the children's Librarian with story time and/or performs story times; welcomes children and parents; assists with programs and activities; gives library tours, and provides youth programming as needed; cares for the needs of and assists with maintaining discipline and ensures the safety of the children.
- Assists with creating and implementing the summer reading program; generates marketing to promote the program; assists with social media promotion; assists with creating and designing displays and other materials to promote library activities and services.

#### TECHNICAL OPTION

- Maintains periodical and newspaper collections; assists with the renewal of periodicals and newspapers; maintains listings of current periodicals and newspapers holdings.
- Generates and executes collection maintenance reports; assists in library database maintenance and maintains financial transactions related to the library collections and mending of damaged physical items.
- Assists in the preparation ordering of books, periodicals and audio/visual materials; places orders for library materials; assists with receiving new books and materials; and interlibrary loan requests."

## KNOWLEDGE, SKILLS AND ABILITIES

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

### Knowledge of:

- Library policies, procedures, methods, practices and equipment.
- Principles of Intellectual Freedom and their application.
- Purpose and functions of the library.
- Basic reference and bibliographic tools, techniques and procedures.
- Internet searching, use of Library catalog and online resources.
- Modern office practices, methods, procedures and equipment.
- Proper telephone techniques and etiquette.
- Alpha-numeric and Dewey-decimal filing systems.
- Computer software and data entry techniques.
- Networking and programming trends (Community Engagement Option only).
- MARC format and AACR2 cataloging (Technical Option only).

### Skills and abilities to:

- Perform a variety of responsible library and clerical duties.
- Provide information, assist patrons in locating materials and demonstrate proper use of reference materials in a tactful and courteous manner.
- Assist in the circulation and return of library books and materials.
- Explain library practices, procedures and equipment.
- Demonstrate the location of books, periodicals and other materials in the library.
- Show attention to detail and accuracy.
- Type 25 words per minute with accuracy.
- Determine appropriate action within clearly defined guidelines.
- Maintain library in an orderly and safe condition.
- Monitor and maintain acceptable patron behavior in the library.
- Operate standard library equipment.
- Learn and apply interlibrary loan procedures and guidelines.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.

- Operate a variety of modern office equipment and personal computers in a windows computing environment using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.
- Assist with community outreach.
- Assist with the conduct of children's story time, crafts and other youth activities (Community Engagement Option only).
- Assist with programming (Community Engagement Option only).

**SPECIAL REQUIREMENTS**

None

**EDUCATION AND EXPERIENCE**

High school diploma or GED and one (1) year of customer service experience.

**For Community Engagement Option:**

High school diploma or GED and one (1) year of customer service experience with at least six (6) months of experience in community engagement.

**For Technical Option:**

High school diploma or GED and one (1) year of customer service experience with at least six (6) months of experience working in a library.

**COMPETENCIES****Foundational**

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes

action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT




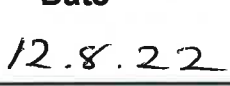

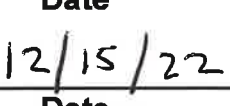
*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This work requires regular and punctual attendance at the Library or other assigned locations; this work requires the occasional exertion of up to 25 pounds of force and pushing and/or pulling up to 75 pounds; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, sitting and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching, and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has rare possibility of exposure to the following environmental conditions: fumes or airborne particles and exposure to blood born pathogens; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization (for Archive)**

*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 classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

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| Human Resources Director                                                          | Date                                                                                |
|  |  |
| Department Head                                                                   | Date                                                                                |
|  |  |
| City Manager or Authorized Designee                                               | Date                                                                                |