

## LIBRARY ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

To perform duties in support of Library operations and activities including staffing the circulation desk, providing assistance to patrons, explaining policies and procedures, providing general information on library services, ensuring safety and security of patrons, materials and facility, training volunteers and performing a variety of tasks relative to assigned areas of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision from the Library Services Supervisor.

### **ESSENTIAL JOB FUNCTIONS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Assist patrons at circulation desk in person and via the telephone; verify eligibility and complete registration records; update registration information, check out and renew materials; collect fines and fees; explain and enforce policies and procedures; provide information about library services and operations; answer patron questions and problem solve issues.
2. Process returned materials; check in and sort materials returned to circulation desk, outside book drops and via courier deliveries; shelve returned materials according to library guidelines; handle materials returned with missing pieces or damage.
3. Operate a variety of types of office equipment; operate and troubleshoot equipment including a telephone system, computers, printers, copier, cash register, self-check computers and security gates; instruct patrons in use of office equipment.
4. Perform tasks related to day-to-day operations of the library: open and close library building, monitor patron use of equipment, materials and facility, and respond to safety and security issues.
5. Maintain library collection; reconcile database clean-up reports, shelf-read materials, organize and shift collections, repair and mend materials, withdraw discarded materials, display and promote materials.
6. Perform general clerical work in support of library activities and operations; answer incoming telephone calls, process incoming and outgoing mail, create a variety of documents and schedules, reconcile reports and maintain files and records.
7. Catalog and process new and donated materials; import and edit bibliographic records, assign call numbers and update item record settings according to established policies and procedures; add barcodes, labels, RFID tags, covers and cases to materials.
8. Process incoming and outgoing hold and interlibrary loan requests; reconcile daily hold and unclaimed reports, submit ILL requests, create ILL records, prepare ILL items for checkout and return to owning library.
9. Maintain patron records; reconcile database clean-up reports, handle collection agency and bankruptcy notifications, and delete patron registrations.
10. Process departmental revenue and expenditure reports; tally and record daily revenue, complete daily revenue reports, complete payment authorization forms and track expenditures.
11. Provide training, support and assistance to library circulation volunteers with tasks such as check in, shelving, shelf-reading, pulling holds and related work.

**CITY OF FOREST GROVE**  
**Library Assistant (Continued)**

12. As assigned, participate in departmental, city, and county library sub-committees.
13. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operations, services and activities of a public library.  
Principles and practices of circulating library materials.  
Customer service principles and techniques.  
Modern office equipment including computers and supporting word processing and spreadsheet applications.  
Principles and practices of filing, record keeping and data entry.  
English usage, spelling, grammar and punctuation.

**Ability to:**

Perform library circulation and a variety of clerical tasks.  
Correctly file items alphabetically and numerically.  
Complete work accurately with attention to detail.  
Display a professional manner that is welcoming and approachable.  
Respond courteously to requests and inquiries from the general public.  
Interact effectively with the public when delivering services and demonstrate initiative when problem solving issues.  
Make independent decisions based on established guidelines, common sense and good judgment.  
Troubleshoot minor computer hardware and software problems.  
Maintain accurate and concise records and files.  
Operate and troubleshoot a variety of office equipment including computers and associated word processing applications, printers, copiers, etc.  
Type at a speed necessary for successful job performance.  
Understand and carry out oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective relationships with those contacted in the course of work.  
Display teamwork and cooperation with co-workers and supervisors.

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of general clerical or library experience.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Library environment with extensive public contact.

**Mobility:** Sufficient mobility to work in a library setting and operate office equipment; the ability to bend, reach, kneel, and stoop for extended periods of time; and the ability to lift up to 40 pounds.

**Vision:** Vision sufficient to read small print on computer screens, printed documents, and shelves that are above and below eye level.