

LIBRARY ASSISTANT

DEFINITION

Under general supervision, provides a variety of paraprofessional library services to District patrons in one or more designated Library departments including Adult Services, Children's and Family Services, Circulation Services, Literacy, Passport, and/or Branch Services, to meet the informational, educational, and recreational needs of the community; provides reference and readers' advisory services to patrons; advises and assists library patrons in use of library resources and equipment; assists with collection development, outreach, and visual displays for assigned areas; develops and conducts programs for target audiences; creates library cards for patrons; checks materials in and out; organizes and shelves materials; maintains, opens, and closes library facilities; employees may serve as a Passport Agent and oversee passport services for patrons; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Some positions in this classification exercise technical and functional direction over, and provide training to, less experienced staff.

CLASS CHARACTERISTICS

This is the journey-level paraprofessional classification within the Librarian series. Incumbents are expected to function independently with programs, projects, or technical assignments, and lead projects and programs within their area of specialty. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Provides reference and readers' advisory services to patrons in person, over the phone, and via e-mail; advises and assists library patrons in use of library resources; searches for and locates items in the library catalog as requested; answers general questions about library programs and library materials; registers patrons for library programs; ensures safety of library patrons.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment; provides instruction including methods to access and navigate the internet, retrieve information from online sources, create, print, and save documents, and create and access email accounts; operates, troubleshoots, and resolves public computer, printer, and other equipment issues; downloads and prints documents for patrons.
- Checks library materials in and out for patrons including books, DVDs, CDs, audiobooks, video games, laptop computers, and related equipment; queries items for patrons to check out and place on hold; prepares daily newspapers by checking them into the online system, stamping, and placing them on shelves for public access; assists patrons with self-checkout equipment and processes.
- Plans, coordinates, promotes, implements, and attends special events including block parties, outdoor movie nights, fundraising events, summer reading program, concerts, book clubs, and library

promotion and outreach activities held at local venues; collaborates with staff to prepare promotional materials, social media posts, and signage for events.

- Selects and contracts with vendors to perform and provide food and beverages at special events; prepares budgets and tracks donations, sponsorships, ticket sales, and expenses for events; corresponds with performers and other vendors regarding promotional materials and program details; reserves and decorates facilities for performances; submits and obtains alcohol licenses, special event permits, and other local agency approvals required for the District to host events.
- Performs library opening and closing procedures; turns public library equipment on and off; ensures all patrons have exited the library upon closing; locks, sets security alarms, and turns off automatic door exits; contacts local law enforcement to address any hostile patron issues.
- Creates new or replacement library cards for patrons; processes payments for library-related transactions such as fines for lost or overdue library materials, faxes, and print jobs; processes purchases at the cash register of items for sale by the Library and Friends of the Library including books, audio books, DVDs, CDs, and promotional materials; contacts patrons with overdue, damaged, or incomplete library books and materials.
- Processes patron requests and assists patrons with identifying items for interlibrary loans (ILL) or patron initiated purchases (PIP); answers patron questions and keeps them apprised of the status of their ILL or PIP requests.
- Shelves new books and materials; sorts returned items and places on proper bookshelves; transports carts to transfer items onto sorting shelves; conducts shelf readings; shelves books patrons have pulled but chose not to check out; retrieves items for patrons to place on hold.
- Assists with library collections arrangement, organization, and presentation; reads book reviews; researches online material and information; suggests and/or selects library materials for purchase; orders materials through technical services staff; performs weeding duties of the library collection; pulls items from the collection that appear damaged, are duplicates, or older editions.
- Promotes library programs, services, and resources; assists in preparation of materials to publicize library events and services; advocates for the library, both at the information desk and in the community; interacts with the public at offsite events such as school festivals, back to school nights, and at local venues; builds relationships with members of the community and outside stakeholders to ensure the library is expanding its connections in the community.
- Maintains the aesthetics of assigned library areas; performs general housekeeping tasks such as cleaning public computers, peripherals, equipment, and storage rooms; sets up and takes down tables and chairs as needed for special events; adjusts furniture; checks and restocks supplies; picks up and discards trash; ensures books, materials, and toys are organized and properly shelved.
- Trains, schedules, and directs staff and volunteers as assigned; advises new hires on library policies, procedures, and best practices; assists new hires on library equipment and software operations.
- Plans, leads staff, and/or participates in preparing and maintaining library displays; sets up, takes down, and changes displays as needed.
- Creates professional and educational opportunities for the community through coordinating art exhibitions, art exhibit rotations, art workshops, and artist receptions; builds relationships and supports artists through the application and exhibition process; creates, plans, and executes arts and crafts programs for library patrons.
- Uses a variety of office equipment including desktop computer, copy, printing, and scanning machines, RFID scanner, cash register, self-checkout machine, 3D printer, virtual reality equipment, audio-visual equipment, telephone, label maker, laminator, DVD/CD locking and unlocking tool, camera, photo cutter, paper shredder, stamps, and seals.

- Stays abreast of trends in library science, technology, and publishing that may affect operations; attends training meetings, conferences, and webinars; participates in staff meetings, committees, task forces, and workshops.
- Performs other duties as assigned.

When assigned to Children's and Family Services:

- Plans and performs story times for young children and their families and caregivers; recommends and selects songs, books, and early literacy strategies to incorporate into story time programs to foster children's brain development; may perform story time programs in both English and Spanish.
- Develops and implements programming for children, young adults, and their parents; logs and distributes prizes for various children's reading programs; researches and orders Spanish language children's books to ensure the translations are completed correctly; reminds children to stay quiet and move around the library properly; advises parents and caregivers to remain in the immediate vicinity of children aged nine (9) and under while inside the library.

When assigned to Branch Services:

- Coordinates English as a Second Language (ESL) programs for Spanish-speaking patrons seeking better understanding of the English language; creates ESL class content; prepares and organizes lessons and teaches classes for patrons; helps recruit students for the adult literacy program; and assists with related services, programs, and outreach.

When assigned to Passport Program:

- Distributes and collects passport applications from patrons; ensures passport applications and forms are available and up-to-date; makes photocopies of and verifies legal documents; assists patrons by resolving issues which may result in rejection of their passports from the Department of State; takes and develops passport photos; collects fees for passports and photos; signs, seals, mails, and tracks passport applications sent to the Department of State; follows legal guidelines and procedures.
- Accepts responsibility for other passport agents; ensures agents have completed required annual training and are eligible to accept and process passport applications; stays abreast of changes and complies with program requirements for annual certification of passport program; maintains and organizes copies of passport transmittals and related documents for government inspection; prepares passport reports for District staff; notifies passport staff of any policy changes.

QUALIFICATIONS

Knowledge of:

- Best practices in library services including guidelines and standards published by the American Library Association (ALA), Public Library Association (PLA), and other recognized organizations.
- Library terminology, materials, resources, policies, procedures, and techniques.
- The Dewey Decimal classification system.
- Reference interview methods and library research skills.
- Outreach and publicity methods and programs.
- Techniques for establishing and implementing library programs and special events.
- For some positions, children's literature, early literacy, and early educational practices.
- For some positions, passport application and transmittal requirements.
- For some positions, ESL class content and teaching methods.
- For some positions, California alcohol beverage permit and special event permit laws.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative policies and procedures.
- Record keeping principles and procedures.

- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with contractors and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan and conduct the activities, programs, projects, and operations of a specialized library function.
- Prepare and conduct various types of library programming.
- Conduct reference interviews, provide reader's advisory services, and prepare library displays.
- Prepare and deliver effective presentations before patrons, community groups, and others.
- Effectively provide staff leadership and work direction.
- Work effectively as part of a group or team.
- File library material using the Dewey Decimal system.
- Work effectively with a diverse clientele including patrons of all ages, abilities, backgrounds, and cultures.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- React tactfully and diplomatically during interactions with staff, the public, and community groups.
- Adhere to and enforce sound library policies, procedures, and practices.
- Resolve interpersonal conflict.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- For some positions, communicate clearly and concisely, both orally and in writing, using appropriate Spanish grammar and syntax.

When assigned to Branch Services:

- Plan English as a Second Language (ESL) course materials; conduct intake functions and teach ESL classes.

When assigned to Passport Program:

- Process passport applications and adhere to all regulations regarding passport administration.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in library information science, public administration, business administration, or a related field.

Experience:

- Two (2) years of library, customer service, teaching, or related experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

When assigned to Passport Program:

- Possession of, or successful acquisition within three (3) months of appointment, a valid Department of State Certificate of Completion of Passport Acceptance Agent Training Certificate, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.