

## LIBRARY ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** A Library Assistant performs a variety of specialized, skilled, clerical, and/or paraprofessional library activities. The work requires customer service skills and the application of library science knowledge and techniques, including: bibliographic search procedures, cataloging, circulation, and the use of a variety of reference sources and materials.

A Library Assistant performs duties and responsibilities which may include, but are not limited to, any combination of the following tasks:

- Retrieves information from computer and print resources in order to help library users find books or information;
- Assists and trains library users in the use of the computer and print resources;
- Answers questions and provides service for routine reference questions; refers complex reference questions to the appropriate Librarian;
- Assists users in the use of specialized equipment;
- Explains or interprets library policy;
- Checks library materials in and out; receives monies and maintains accurate deposit and patron account information;
- Receives, processes, and makes library materials available to the public;
- Promotes the use of library materials using marketing techniques;
- Coordinates the library's interlibrary loan activities, including: monitoring overdue books, requesting payment for lost, overdue, and damaged materials; and communicating with the patron to ensure payment and/or return.

This class performs related duties as required.

**Distinguishing Features:** Assignments are performed according to established policies and procedures, but work is done independently and requires judgment in the disposition of routine matters. Depending on assignment, supervision may be received from a Branch Operations Supervisor or Librarian II, who reviews work through conferences and results achieved. Some assignments require night and weekend work. The part-time classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to two years of college-level coursework preferably in Liberal Arts, Library Science, or a related field. Good (1 - 3 years) library or related experience in a public contact environment.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire or promotion date (*by assignment*).

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualification.** Possession of a Library Technician Certificate.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public in answering questions, explaining library policies, and handling complaints. Instructs and trains the general public regarding use of equipment. Requests payment for lost, overdue, and damages materials, and communicates with patrons to ensure payment and/or return. Prepares written documents including: reports, procedures, work schedules, unit meeting minutes, and various correspondence.

**Manual/Physical:** Operates equipment such as: a cash register, calculator, PC, printer, barcode printer, credit card machine, and scanner. Completes a variety of forms. Moves wheeled carts of materials weighing up to 200+ pounds with the assistance of an aid. Performs physical inventories by checking shelves and matching titles to lists. Retrieves books and periodicals from narrow compact shelving and from elevated levels. Shifts the collection as space needs change. Unpacks, sorts, separates, and stacks bins or boxes of books and periodicals weighing up to 35 lbs. Monitors the security gate and signals patrons when to stop when the alarm is set off. Detects alarms, sirens, and other audible signs of alarm or warning in order to assist in evacuating patrons from the building. Works with cleaning fluids and agents using normal protective equipment to clean work area and equipment. Meets scheduling and attendance requirements.

**Mental:** Comprehends and makes inferences from patron or library request forms, responses, or queries from letters, etc., in order to select appropriate bibliographic record, locations for borrowing purposes, and answer correspondence appropriately and in accordance with library and department policies. Prioritizes own work. Plans, organizes and directs the activities of volunteers. Learns job-related materials through on-the-job training and in a classroom setting. Maintains statistics and analyzes data. Resolves operational and other work-related problems relating to customer service, materials, or equipment.

### **Knowledge and Abilities:**

Knowledge of:

standard library procedures, policies, and materials;  
PC software such as Microsoft Windows Office products;  
Library of Congress subject headings, and the Dewey Decimal System;  
methods of circulation and collection control; and  
public relations techniques.

Ability to:

learn and use automated library systems;  
work independently and use initiative while performing duties;  
perform detailed work accurately;  
exercise tact, patience, diplomacy, and courtesy when dealing with patrons; carry out routine day-to-day activities within established guidelines and procedures; and  
establish and maintain effective working relationships with other employees and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

TC/co/sm

CS3303.DOCX (Full-time)

PAY GRADE: 40

CS3304 (Part-time)

PAY GRADE: 40

EEO-A/S

IND-9101

JOB FCTN-Off

SWORN-No

INCREMENTS 62-200