



ORGANIZATION: City of Lincoln City
JOB TITLE: Library Assistant I
FLSA STATUS: Non-Exempt, Grade 2
UNION: AFSCME
UPDATED: May 2014

PURPOSE OF POSITION: Perform a variety of customer service and routine administrative duties to support the Library. Engage with the public in a positive, professional and helpful manner at all times.

ESSENTIAL JOB FUNCTIONS:

Deliver excellent customer service at the Circulation Desk, including greeting and assisting patrons in-person, online and by phone; checking in/out materials, collecting fines/fees, entering patron data, ensuring patron compliance with procedures and issuing cards/forms, searching the database, reviewing returned materials for damage, reserving/renewing materials and returning orders to lending Libraries.

Explain use of facilities and materials (e.g. Catalog and Dewey Decimal Classification System) to patrons as needed. Assist with the operation of library equipment, e.g. computer terminals (e.g. catalog and Internet), faxing and photocopying. Provide basic technical support to patrons.

Review returned materials, arrange materials for re-shelving and prepare materials for courier. Receive courier deliveries, including sorting; scanning; labeling and organizing items as well as making phone calls. Retrieve items from the outside book drop.

Perform various routine administrative duties, including data entry and review, sorting mail, discarding Library materials as directed and photocopying/faxing. May complete reports as assigned.

Support Library programs as assigned, including assisting with event set-up/tear down, ushering, operating equipment, tracking and organizing supplies and room supervision.

Assist in preparing the Library for opening and/or closing.

Use Microsoft Office and other City programs and systems to perform job duties. This includes using the Library's e-mail system to engage in appropriate and professional communications internally and externally as needed.

Maintain professional, respectful, productive and cooperative working relationships with City staff, staff, volunteers, other organizations and the general public.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: High School degree or equivalent supplemented by two years experience delivering excellent direct customer service to the public in a similar environment or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to

perform the above duties. Familiarity with library operations and programs. Knowledge of Internet search methods and experience with standard office equipment and alpha/numeric sorting methods. Basic to intermediate computer and data entry skills and excellent verbal and written communication, customer service and organizational skills are required as well as an aptitude for learning systems such as the Library catalog, Dewey Decimal Classification System and Integrated Library System.

SPECIAL REQUIREMENTS/LICENSES: None.

DESIRABLE REQUIREMENTS: Previous experience working within a Library or book store environment. Enjoys reading and has a general knowledge of library materials. Bilingual (English/Spanish).

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, push, pull, communicate (listen, speak and write), reach (including overhead) and manipulate objects, tools or controls. The position requires mobility and visual acuity necessary to view a computer screen and fine print. Duties involve moving materials weighing up to 20 pounds on a regular basis and may infrequently require moving materials weighing up to 80 pounds (for example: pushing a cart full of books). Manual dexterity and coordination are required over 50% of the work period while operating equipment. It is expected that there is a service presence from one end of the Library floor to the other throughout the day which will require moving throughout the Library floor. Must have flexible scheduling availability. Will be required to work some evenings and weekends.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position.

SUPERVISION RECEIVED: Works under the general supervision of the Circulation Supervisor.

Employee Signature: _____