

# **Yakima Valley Libraries**

## **Library Assistant I**

### **FLSA: Non-Exempt**

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#### **Job Purpose and Summary**

Performs circulation functions and basic clerical activities in support of library services; provides basic information about materials, programs and services of Yakima Valley Libraries. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

#### **Supervision Received and Exercised**

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over pages and volunteers; may assist in training other employees.

#### **Essential Duties and Responsibilities**

*Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.*

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
2. Assists library customers by checking library materials in and out, issuing library cards, taking fines and payments for lost or damaged materials, updating library customer records, and placing holds. Resolves issues related to overdues and library customer's circulation record.
3. Provides information in person and on the telephone on policies, procedures, local and system-wide services, programs and materials.
4. Answers directional, informational, readers' advisory, and basic reference questions; assists in answering more involved reference questions through redirection or referral to other library resources.

## **FINAL**

5. Trains or assists in training library customers in the use of the online catalog, library computers and equipment, and basic use of library's electronic resources.
6. Empties book drops, assesses materials for damage, sets up book carts and sorts and arranges checked in materials for re-shelving. Performs light cleaning or mending of library materials, as needed.
7. Prepares items, including interlibrary loans, for shipment; runs holds report, searches for holds, and receives shipments.
8. Updates item record and collection code information in database; replaces barcodes and labels as needed.
9. Processes mail, newspapers, and magazines; links new magazines, deletes older issues, compiles materials for mending and binding.
10. Receives payments, provides receipts, balances and reconciles cash amounts; maintains and processes cash records according to established procedures.
11. Assists library customers with the use of a variety of equipment including computers, printers, self-checkout machines; demonstrates correct use of equipment and assists customers if problems with equipment arise.
12. Monitors condition of equipment; maintains equipment by refilling supplies, cleaning and making minor adjustments; reports major equipment problems to supervisor or manager.
13. Keeps public area orderly and presentable, performs light cleaning and returns materials to appropriate locations; turns equipment on and off; prepares designated areas for special programs. Cleans areas after programs.
14. Creates and maintains library displays and decorations.
15. May conduct a variety of library programs, craft activities, and other events under the direction of supervisor.
16. Shelves library materials, shifts and straightens shelves and other library materials display areas. Performs shelf reading and reorganizes shelves for correct location of materials and for attractive appearance of shelves.
17. Sorts, revises, shelves and shifts books and other library materials according to the appropriate filing system; checks materials for wear and tear; does light repair and cleaning of materials as necessary.
18. May prepare a variety of statistical and other reports.
19. May order and maintain branch supplies.
20. Attends meetings and participates in various committees, as assigned.

## **FINAL**

21. Performs other duties as assigned.

### **Qualifications**

1. High School diploma or equivalent.
2. One year of library or general clerical experience that includes public service.
3. Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs.
4. In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
5. A valid Washington driver's license.

### Knowledge of:

1. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.
2. Basic alphabetical and numeric filing methods.
3. Basic mathematical principles.
4. Principles and procedures of record keeping.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems, and web-based searching.

### Skill in:

1. Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the public, volunteers, and supporters.
3. Learn the principles and practices of basic library work, including the Dewey Decimal System.
4. Learn and practice the principles of intellectual freedom.
5. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
6. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
7. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
8. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
9. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
10. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
11. Speak, read and write English. Speak, read, and write Spanish, as applicable.
12. Operate relevant computer systems, including hardware and software and office machines, including cash register.
13. Available to work days, evenings and weekends at assigned library.
14. May be in charge of a facility in the absence of manager or supervisor.
15. Obtain and maintain a valid Washington driver's license.
16. Attend work on a regular and dependable basis.

**Work Environment and Physical Demands**

1. Normally standing for extended periods of time. Seated and walking occasionally.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers and other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.

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Signature

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Date