

Yakima Valley Libraries
Library Assistant 2 – Program Support
FLSA: Non-Exempt

Job Purpose and Summary

Under the direction of the assigned manager, provides clerical support and assists in developing, coordinating and delivering support materials for use in various approved programs. 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 direction from assigned management.

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 both internal and external customers 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 customer's presence as soon as possible, even if occupied; interacts with customers without communicating any value judgment, and verifies that the customer's needs are met.
2. Provides clerical support for assigned manager, including data entry, contract coordination, and schedules of events.
3. Under the direction of assigned manager, works with Managing Librarians and other staff to create and plan support materials and crafts for various, selected programs. Programs may include, but are not limited to, special events, summer reading program, and community reads.
4. Coordinates schedules for moving programming materials throughout the district as needed.
5. Responsible for check out and check in of equipment, monitors condition of equipment, and maintains crafts and supplies inventory.
6. Develops record keeping system for supply orders, program supply requests, and schedule of deliveries to community libraries.
7. Under the direction of assigned manager, creates and maintains window display at Yakima Central Library, and other community libraries.

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8. As directed, may create and provide posters, bookmarks, and other marketing items to community libraries.
9. Performs data entry of program statistics provided by each community library.
10. Attends meetings and participates in various committees, as assigned.
11. Performs other duties as assigned.

Qualifications

1. Two years of college or an Associate of Arts degree from an accredited college.
2. Two years of library experience, including public service experience.
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. Principles and procedures of record keeping.
3. Principles and practices of basic library work.
4. 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.

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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, other organizations and agencies, volunteers, and supporters.
3. Learn and practice the principles of intellectual freedom.
4. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
5. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public and co-workers.
6. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
7. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
8. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
9. Operate relevant computer systems, including hardware and software and office machines.
10. Able to work occasional evenings and/or weekends.
11. Obtain and maintain a valid Washington driver's license.
12. 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.

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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.
6. Travel alone within service area may range over 120 miles in a day.

Signature

Date