

Yakima Valley Libraries Library Assistant 2 FLSA: Non-Exempt

Job Purpose and Summary

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries including: circulation, information, reference and readers' advisory services; materials selection and collection maintenance; services to children and youth; and interlibrary loan. 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 technical, clerical, page and volunteer staff. May act as "Person in Charge" in absence of assigned manager or supervisor.

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. Receives payments, provides receipts, balances and reconciles cash amounts; maintains and processes cash records according to established procedures.
4. Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other library resources.

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5. Uses information resources including online databases and print sources to answer questions and to locate information to borrow; assists and instructs the public in the use of library resources, facilities and policies. Explains library policies and procedures to library customers and staff and resolves related questions and concerns.
6. Assists library customers in using the library catalog, online databases, and the Internet.
7. Assists library customers in using computers, photocopiers, microfilm reader/printers, self-checkout machines and other public access equipment.
8. Weeds for condition and replaces library materials in assigned collection areas, working closely with librarian in charge of collection development.
9. Presents library programs to children, young adults, and adults.
10. Performs interlibrary loan functions, Request a Title, checking out and in of borrowing materials for library customers; and overseeing the lending of library materials; maintains associated files; resolves or refers to the inter-library loan department any ILL problems or issues that may arise.
11. Presents training on the use of library materials and resources to the public and to other staff members.
12. Promotes the use of and assists in the publicizing and merchandizing of library services and materials to the general public and to targeted populations.
13. Performs opening and closing duties as needed.
14. Prepares a variety of statistical and other reports. May prepare work schedules.
15. Attends meetings and participates in various committees, as assigned
16. Under fills for any subordinate position as needed.
17. 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.

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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, including the Dewey Decimal System.
4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
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, other organizations and agencies, volunteers, and supporters.
3. Learn and practice the principles of intellectual freedom.
4. Learn and master the integrated library system procedures related to circulating materials, handling patron's accounts, and other relevant procedures.
5. Provide circulation, reference and readers advisory services.

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6. Analyze collection needs, select, weed, and maintain collections in assigned areas.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
8. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
9. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
10. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
11. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
12. Speak a language other than English (as applicable) and exhibit sensitivity to needs of all populations.
13. Operate relevant computer systems, including hardware and software and office machines.
14. Work evenings and weekends.
15. May be in charge of a facility in the absence of manager or supervisor.
16. Obtain and maintain a valid Washington driver's license.
17. 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.

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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.

Signature

Date