TITLE: Library Assistant 2

FLSA: Non-Exempt
Location: Tieton CLS 1 & Yakima Central LA2

Posting Date: August 30, 2021
Closing Date: Open until filled

Wage: CLS 1 $15.57 Grade: 3
Wage: LA2 $15.08 Grade: 2

Hours per week: 40
Reports To: Managing Librarian

Schedule: Working hours are subject to change, will be scheduled according to the needs of the library, and may include variable days, evenings, and weekends.

Apply: Electronic applications are available online at www.yvl.org or may be obtained at any YVL location and submitted to any Yakima Valley Library, fax to HR at 509-575-3403 or mail to:

Human Resources, Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

Contact: Human Resources; (509) 575-3415 or hr@yvl.org

Minimum Qualifications – Both Positions
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 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.

Position Information: One opening for a Community Library Supervisor I and Library Assistant 2 to work directly with the public in a fast-paced, service-oriented environment at the Tieton and Yakima Central Libraries. This 40 hour/week non-exempt position will work 15 hours per week as a CLS 1 at Tieton and 25 hours per week as a LA2 at Yakima Central. Working hours may include days, evenings and weekends based on the needs of the library. Full time benefits include medical, dental, and vision insurance, life insurance and long term disability, Employee Assistance Plan.
Program, Public Employees Retirement System program, deferred compensation program, vacation and sick leave, 9 paid holidays, and 2 floating holidays.

**Job Purpose and Summary – Community Library Supervisor I**
Supervises and provides direct library customer service in a small library in accordance with the mission, budget, policies and procedures of Yakima Valley Libraries. Provides circulation and information services to the public, maintains a collection of library materials to meet library customer needs, serves as library liaison to the community and demonstrates good stewardship of library resources. 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. Exercises direct supervision over assistant-level, page and volunteer staff.

**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; interacts with patrons without communicating any value judgment, and verifies that patron’s needs are met.

2. May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.

3. Develops, implements, maintains and monitors operating procedures and practices to ensure efficient, effective and accountable service to library customers and safe operation and maximum utilization of the library facilities, equipment and collection.

4. Maintains a collection of library materials to meet needs of library customers. Accomplishes regular rotations and weeding of collection in accordance with established policies and procedures.

5. Provides prompt and effective circulation, information and readers’ advisory services in person, by telephone, or electronically. As appropriate, may refer or redirect questions to other library resources.

6. Plans, presents, and/or supervises library programs, including story hours, instruction in the use of the library and library tours.

7. Assists library customers in using the library catalog, online databases, the Internet, and other library equipment. Handles signups or registration process for use of computers and other equipment.
8. Plans, prioritizes, assigns, supervises, and reviews the work of assigned staff to ensure efficient and effective community library operations; may participate in the selection of staff; may provide staff training; provides leadership and works with employees in consultation with manager and possibly with HR to correct deficiencies. May provide input for performance evaluations of assigned staff.

9. Explains library policies and procedures to library customers and resolves related questions and concerns.

10. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints. Refers issues to appropriate management when necessary.

11. Ensures that the building and equipment within the building is safe and adequately maintained; requests needed maintenance or improvements; ensures that the building is opened and closed on time; maintains adequate supplies.

12. Maintains branch petty cash fund; prepares deposits according to library policies and procedures; compiles and reports branch statistics.

13. Evaluates operations and activities of the branch; recommends improvements and modifications; prepares various reports on operations and activities.

14. Performs broad range of housekeeping duties when custodial service is not available.

15. Acts as liaison with the local community, organizations, volunteers, Friends of the Library, and school district; cultivates and maintains good relationships; ensures that community groups are kept informed of library programs and services.

16. Attends meetings as requested by management and participates in various committees. Keeps abreast of library developments by attending workshops and educational programs and reading assigned periodicals and specialized literature.

17. Performs other duties as assigned.

Knowledge of:

1. English and 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, spreadsheet, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

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

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, staff, public, volunteers, and supporters.
3. Learn and practice the principles and practices of basic library work, including the Dewey Decimal System.
4. Learn and practice the principles of intellectual freedom.
5. Handle cash, checks, and other forms of payment accurately. Accurately enter monetary transactions on circulation system, count money, make correct change, run cash register, and account for register transactions.
6. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
7. Learn about the local library resources (including circulating collections, print reference and electronic resources) and assist library customers through finding the resources they need or referring them to other library resources.
8. Develop and implement branch goals, objectives, programs and plans.
9. Supervise employees; answer questions, provide needed training, evaluate work performed, work with employee to correct any deficiencies.
10. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
11. Interpret community interests and needs, and plan appropriate library services.
12. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
13. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.

14. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.

15. Available for a flexible schedule which may include evenings and weekends.

16. Obtain and maintain a valid Washington driver’s license.

**Work Environment and Physical Demands**
1. Normally seated, standing or walking at will.

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. Frequent pushing and pulling of fully loaded book carts.

4. Keyboarding and working at a computer monitor for extended periods required.

5. Phone usage, reading, speaking, and listening required.

6. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.

**Job Purpose and Summary – Library Assistant 2**
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. May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.

3. 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.

4. Receives payments, provides receipts, balances and reconciles cash amounts; maintains and processes cash records according to established procedures.

5. 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.

6. 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.

7. Assists library customers in using the library catalog, online databases, and the Internet.

8. Assists library customers in using computers, photocopiers, microfilm reader/printers, self-checkout machines and other public access equipment.

9. Weeds for condition and replaces library materials in assigned collection areas, working closely with librarian in charge of collection development.

10. Presents library programs to children, young adults, and adults.

11. 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.

12. Presents training on the use of library materials and resources to the public and to other staff members.

13. Promotes the use of and assists in the publicizing and merchandizing of library services and materials to the general public and to targeted populations.

14. Performs opening and closing duties as needed.
15. Prepares a variety of statistical and other reports. May prepare work schedules.

16. Attends meetings and participates in various committees, as assigned

17. Under fills for any subordinate position as needed.

18. Performs other duties as assigned.

Knowledge of:

7. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.

8. Principles and procedures of record keeping.

9. Principles and practices of basic library work, including the Dewey Decimal System.

10. Reference resources (print and electronic) and the ability to conduct effective reference and readers’ advisory interviews.

11. 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:

4. Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

5. Developing and maintaining good working relationships.

6. Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

17. Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.

18. Represent Yakima Valley Libraries in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.

19. Learn and practice the principles of intellectual freedom.

20. Learn and master the integrated library system procedures related to circulating materials, handling patron’s accounts, and other relevant procedures.

21. Provide circulation, reference and readers advisory services.
22. Analyze collection needs, select, weed, and maintain collections in assigned areas.

23. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.

24. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.

25. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.

26. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.

27. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.

28. Speak a language other than English (as applicable) and exhibit sensitivity to needs of all populations.

29. Operate relevant computer systems, including hardware and software and office machines.

30. Work evenings and weekends.

31. May be in charge of a facility in the absence of manager or supervisor.

32. Obtain and maintain a valid Washington driver’s license.

33. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

7. Normally standing for extended periods of time. Seated and walking occasionally.

8. 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.

9. Keyboarding and working at a computer monitor for extended periods required.

10. Phone usage, reading, speaking, and listening required.

11. 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.