

## CITY OF GLADSTONE POSITION DESCRIPTION

**Position Title:** LIBRARY ASSISTANT II

**Department:** Library

**Pay Range:** 17-U

**Classification:** Library Assistant II, Non-Exempt, Union

### **PURPOSE OF THE POSITION:**

Responsible for professional level support for the Library and related services. Provides customer-centered service for staff, students, and the general public.

### **Essential Job Functions:**

- Provide effective internal and external customer service.
- Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on providing high quality results.
- Provide professional, timely, and accurate answers to customers' reference, readers' advisory, and referral questions, using appropriate reference techniques.
- Assist customers in the use of library materials, databases, downloading books, email and other computer applications including Microsoft Office.
- Assist in troubleshooting computer problems.
- Record customer interactions on the daily tally sheet, using clear, accurate descriptions.
- Utilize organizational skills, including effective prioritization to accomplish assignments and tasks. Maintain a cooperative working relationship with city staff and other local organizations.
- Represent the city in a positive and professional manner. Advance and protect the interests of the city and its citizens in all matters.
- Represent the Gladstone Public Library at monthly city and/or LINCC committee meetings. Carryout the responsibilities of the committee and communicate meeting outcomes to Gladstone staff.\*
- Carry out special assignments, prepare reports, and develop recommendations for the library director on specific areas of library services.
- Provide a variety of routine administrative activities, such as photocopying, mail, replacing handouts and supplies, faxing, sorting documents.
- Communicate effectively in both written and oral forms.
- Follow safety rules and procedures in work areas.
- Maintain work areas in a clean and orderly manner.
- Support respect and diversity in the workplace.

### **Additional Essential Job Functions, Assignment Based**

Each staff member may be required to perform any of the assignment based tasks noted below, as cross-training and back-up are essential to efficient operations. However, typically core duties will fall within assigned areas as noted below.

### **Technical Services:**

- Receive materials and reconcile with order form.
- Catalog, process and prepare materials including but not limited to: books, CDs, DVDs, magazines, games and kits.
- Repair materials such as AV boxes, CD and game cases.
- Coordinate and process Interlibrary Loans for Gladstone customers.

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- Troubleshoot cataloging issues and correct records.
- Create replacement covers for AV materials.

### **Materials Management:**

- Select and maintain the library's collection including but not limited to: books, music, DVDs, magazines, and games, using methodology and best practices of professional librarianship.
- Run reports on collections areas using current ILS software for issues such as but not limited to: missing, lost, last circulated and older publication dates.
- Review and monitor purchase alerts as communicated from LINCC

### **Circulation Services:**

- Staff the circulation area which includes: checking library materials in and out; reviewing returned materials for damage; arranging materials for re-shelving; collecting fine/fees; answering telephones, accurately issue library cards.
- Run and perform reports including but not limited to: the daily holds-list, missing reports, transit too long, lost/paid.
- Prepare the library for opening and closing, following appropriate procedures for computers, equipment, and materials.
- Problem solve issues with customers timely and professionally.

### **Programming/Marketing**

- Promote, library events using social media.
- Plan, prepare and implement programs of interest to targeted audiences. Targeted audiences include: adult, teen, children, and babies.
- Plan, prepare and implement the annual summer reading programs.
- Plan, prepare and implement book talks to area schools.
- Provide and or teach instructional classes on computers including but not limited to: online job applications, MS offices, email and the downloading of books and movies to current electronic devices.
- Maintain an active and cooperative working relationship with the educational community, and social service agencies, and other service organizations focused on serving target populations.
- Create marketing materials for library programs.
- Create monthly displays on shelves and bulletin boards.
- Coordinate and maintain the monthly display case.
- Maintain community bulletin boards. Replace handouts when necessary.

### **Office Management:**

- Track, order and maintain office supplies and invoices. Assign budget codes, reconcile invoices, initiate and process work orders, purchases, etc. Strictly monitor supply budget and adhere to it guidelines.
- Prepare weekly desk schedules reflecting, reference, circulation, meetings and programs. Contact and schedule on-call staff as needed adhering to the monthly/ annual on-call budget.
- Reconcile and record daily cash report. Report under or overages to the director. Submit cash daily to City Hall.
- Empty photocopier of monies monthly and submit to City Hall. Keep statistics on amount of copies and amount of money received.

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- Coordinate donations, box and transport to city storage area.
- Perform routine maintenance and monitor counts on office equipment including but not limited to: disc cleaner, changing printer cartridges, charging electronic devices and people counter.
- Monitor and maintain the Lost & Found box.
- Review new library card applications and correct as necessary.
- Recruit, train and supervise volunteers.

### **Additional Job Expectations:**

Professional Development:

- Participate, regularly, in professional development activities and contribute to the improvement of library services through an ongoing effort to understand emerging best practices within the library profession.

**Supervision Exercised:** This position may provide training, orientation, and oversight to volunteers, students, and other personnel regarding workplace policies and practices. Lead worker may be an additional component of this position.

### **Supervision Received:**

Works under the general supervision of the Library Director.

## **JOB QUALIFICATION REQUIREMENTS:**

### **Mandatory Requirements:**

- Experience and Education: Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the duties as described. A typical way to obtain the knowledge, skills and abilities would be: Equivalent to a Bachelor's Degree and least three years of professional experience working in a public library environment. An MLS (Master of Library Science) or MSLIS (Masters of Science in Library and Information Science), from an ALA-accredited college or university is preferred and will be considered in lieu of the three years' experience listed above
- Knowledge of: current library practices, procedures, and technologies, including reference sources, computer systems; and standard office practices -- business English, composition, spelling, punctuation, arithmetic, inventory and stock control.
- Ability to: communicate effectively in both written and oral forms; utilize research skills efficiently and effectively; develop programs for targeted audiences; make decisions in accordance with established policies, regulations, and procedures; meet and deal with the public effectively and diplomatically, in person, on the phone, and by electronic communication systems; work as a team member; adapt to a changing work environment and assimilate new routines; troubleshoot computer issues; communicate effectively and respectfully with a diverse staff, patrons and community partners.

### **Special Requirements:**

- Must be able to communicate effectively and efficiently, with a demonstrated proficiency in speaking and writing English.

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### **PHYSICAL DEMANDS OF POSITION:**

- While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility.
- Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment. Four hour shifts at the customer service desk require standing or walking most of the time.

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

*\*Essential duty does not apply to on-call positions.*

*\*\*This description covers the most significant essential and auxiliary, assignment duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*