

JOB TITLE: Library Assistant II

LIB/4

DEPARTMENT: Library, Rutherford County

JOB SUMMARY: This position is responsible for providing reference and circulation services to library patrons.

MAJOR DUTIES:

- o Works at circulation desk providing reference and circulation services to library patrons.
- o Ensures that purchased and donated books have correct titles and are ready for circulation.
- o Provides readers' advisory assistance to patrons.
- o Instructs patrons in the use of computer-based information systems and other reference sources.
- ✓ o Troubleshoots computer problems encountered by patrons; monitors Internet use; maintains and updates software; coordinates with technical staff on hardware problems.
- o Notifies patrons of overdue and billed items.
- o Files, shelves, and reviews reference materials and books.
- o Notifies patrons when reserved items become available.
- o Orders books and replacements.
- o Processes inter-library and intra-library loan requests
- o Manages the reserve process: maintains list of high-demand items, and recalls overdue items.
- o May supervise temporary employees and volunteers.
- ✓ o Orders office and book processing supplies.
- o Receives fines for overdue or lost books.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- ✓o Knowledge of library policies and procedures.
- ✓o Knowledge of the Dewey Decimal system, Library of Congress subject headings, and standard cataloging practices.
- o Knowledge of reference resources, including computer-based and automated systems.
- o Knowledge of library collections and materials.
- o Skill in operating a personal computer and utilizing a variety of software.
- o Skill in operating standard office and audiovisual equipment.
- o Skill in problem solving.
- o Skill in performing basic mathematical calculations.
- o Skill in dealing with the public and interpersonal relations.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The County Library Director or Branch Director assigns work in terms of general instructions. Completed work is spot-checked for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include standard reference practices, Internet protocols, the Dewey Decimal system, Library of Congress classification procedures, relevant state laws, equipment manuals, and library policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related duties in providing reference and circulation services to library patrons.

**SCOPE AND EFFECT:** The purpose of this position is to provide reference and circulation services to patrons. Successful performance contributes to the effective and efficient use of library services and fosters a positive image of the library.

**PERSONAL CONTACTS:** Contacts are typically with other library employees, and the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting, standing, walking, bending, crouching, or stooping. The employee frequently lifts light objects, occasionally lifts heavy objects, and climbs ladders.

**WORK ENVIRONMENT:** The work is typically performed in a library.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** This position has functional supervision over volunteer workers.

**MINIMUM QUALIFICATIONS:**

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.