



LIBRARY ASSISTANT I & II

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specific positions. Therefore, specifications may not include all duties performed by the individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under supervision, performs paraprofessional and technical library duties; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Library Assistant I is the entry level and training class responsible for performing a variety of paraprofessional library and general clerical duties. With experience, Library Assistants assume greater initiative and independence of action in responding to the needs of patrons and in working with library materials. If responsibilities and breadth of knowledge increase and a desired level of proficiencies are reached, incumbents may be promoted to the class of Library Assistant II.

Library Assistant II is flexibly staffed and employees within this class are distinguished from the Library Assistant I position by the performance of the full range of duties as assigned including those that require the knowledge of general department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED/EXERCISED:

Library Assistant I receives immediate supervision from higher level library personnel.

Library Assistant II receives general supervision from higher level library personnel.

ESSENTIAL FUNCTIONS: *(May include but are not limited to the following.)*

Incumbents may be assigned to perform duties in one or more of the following service areas.

- Plan, implement, and evaluate the library's volunteer and outreach programs.
- Recruit, train, and provide overall supervision of volunteers for the library.
- Develop opportunities for volunteer development and appreciation.
- Collect and maintain appropriate program records, statistics, and performance measures.
- Assist with and participate in a variety of library activities and operations, including assisting with library patrons.
- Interact with and deliver materials to homebound library patrons.
- Assist in resolving customer service issues and responding to the public in a courteous and tactful manner in the library, over the phone, and via email.
- Interpret library policies for library staff and the public.
- Establish and maintain accurate records and files.

- Participate in special projects.
- Operate the integrated library system.
- Assist in developing procedures.
- Operate standard office equipment.
- Participate in meetings, committees, task forces, and workshops.
- Register and issue library cards to patrons; check the status of patrons to verify registration information; enter patron information into the appropriate database.
- Direct and instruct patrons on self-service options online and in the library.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Ability to work in a standard library environment; ability to sit, stand, walk, kneel, crouch, squat, reach, lift 50 pounds, and push/pull 100 pounds.

QUALIFICATIONS

Education & Experience:

- **Library Assistant I:**
 - Equivalent to completion of the twelfth grade supplemented by college level courses in library science or a related human services field.
 - A minimum of two years of responsible paid leadership experience in a human services setting or related work in a public library system.
- **Library Assistant II:**
 - One year of experience in a library in a position comparable to that of Library Assistant I in the City of Burlingame.

License/Certificates:

- Possession of a valid, appropriate California Driver’s License is required.
- Some positions may require a specialized classification to transport passengers.
- First Aid or other specialized certificates may be required for some positions.

KNOWLEDGE/ABILITIES/SKILLS: (The following are representative sample of the KAS’s necessary to perform essential duties of the position)

Knowledge of:

- Standard library procedures, policies, and organization.
- Library materials and resources.
- Basic principles and methods of planning, coordinating, and leading recreation and/or human services programs and activities.
- Principles of supervision, training, and performance evaluation.

Ability to:

- Communicate with the public clearly, accurately, and concisely both orally and in writing.
- Perform library clerical work of moderate difficulty.
- Work independently without close supervision or as part of a group or team.

- Provide lead direction to others.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Provide excellent customer service to the public, citizens, and other City employees.
- Maintain records, logs, and databases.
- Understand and use the Dewey Decimal System.
- Follow written or verbal instructions and procedures.
- Observe safety principles and work in a safe manner.
- Operate a computer and use Microsoft Office.
- Select, train, supervise, and evaluate volunteers.
- Communicate effectively, both in writing and verbally, with people of diverse multi-cultural, socio-economic backgrounds and temperaments, exercising tact and diplomacy.

Willingness to:

- Work irregular hours, shifts and weekends as assigned. You may be required to work nights and weekends; demonstrating work schedule flexibility is essential.

LIBRARY ASSISTANT I – A804
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AFSCME 829 UNIT
NON-EXEMPT
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