

## Job Description **LIBRARY ASSISTANT**

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### **BASIC FUNCTION**

Provide customer service under supervision in a variety of settings that generally include extensive contact with the public; assist library customers in using library materials, services and technologies; answer basic information questions, support the acquisition, processing and circulation of library materials and technology; assist customers with the use of public computers, related technologies and computer-related questions; troubleshoot printers and software; administer Internet access process for customers; assist in the general operation and maintenance of technology classrooms.

### **MAJOR DUTIES AND RESPONSIBILITIES**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Provide effective customer service to external and internal users;
- Provide clerical and technical support to the operations of the organization to ensure timely delivery of information, materials and programs to library users;
- Assist external and internal customers in person, over the telephone or through electronic communication in using the library, materials, equipment and technology;
- Resolve customer issues within established policies and procedures;
- Receive and process cash, check and credit/debit card payments of fines and fees;
- Assist with and perform opening and closing duties at library branches;
- Prepare, maintain and provide statistics and reports;
- Assist in training other library services assistants, shelvers and volunteers;
- Attend meetings and participate in various team activities throughout the system;
- Provide customer assistant with public access technology including but not limited to: device (computer, tablet, e-reader, etc.) and peripheral device support, approved software installed on SPL computers, use of library applications, support of library online resources such as Overdrive, Zinio, electronic databases etc., public internet access, downloading online resources and new and emerging library technology;
- Contact the Information Technology (IT) Department or IT Help Desk for additional technology assistance for more complex issues;
- Assist in the general operation and maintenance of public computer areas or technology classrooms;
- Create documentation and guides to assist library customers and staff in using library technologies;
- Make recommendations for more effective, innovative programming and assist with promotion and delivery of content;
- Perform other related duties as assigned.

### **QUALIFICATIONS:**

#### **Knowledge of:**

1. Effective customer-service techniques in a wide variety of situations with a diverse customer population;
2. Effective English communication and usage; spelling, grammar and punctuation; basic alphabetical and numeric filing methods; basic mathematical principles;
3. Principles and procedures of record-keeping;
4. Current office methods, equipment, practices and procedures, including PC usage and familiarity with word processing;
5. Personal computers, office software applications and multimedia equipment;
6. Microsoft Office Suite, the Internet, e-mailing systems and other relevant software packages.

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### **Ability to:**

1. Adapt to a rapidly changing environment and learn new skills;
2. Follow a sequential workflow and maintain attention to accuracy, detail and neatness;
3. Learn, understand, interpret and apply Sacramento Public Library's policies and procedures;
4. Act as a representative of Sacramento Public Library to the public;
5. Effectively troubleshoot technology problems;
6. Learn library specific applications;
7. Master all procedures related to assigned work area;
8. Communicate utilizing excellent interpersonal, oral and written communication skills;
9. Maintain a pleasant and productive working atmosphere; maintain composure and work effectively, even when under pressure;
10. Model and provide effective customer service; take initiative to ensure a positive and successful customer experience;
11. Establish priorities and organize work; meet schedules and timelines;
12. Establish and maintain effective working relationships and work as a team;
13. Work a flexible schedule, including evening and weekend shifts;
14. Keyboard, word-process or enter data at a speed and accuracy level necessary for successful job performance;
15. Perform basic search and retrieval of information using a variety of technologies;
16. Possess attention to detail and follow through on tasks effectively and efficiently.

### **EXPERIENCE**

Six months experience in a high-volume, customer-service position is preferred. One (1) year of recent (within the last three years) experience in using, supporting and/or maintaining common computer applications and equipment is preferred.

### **EDUCATION**

High school diploma or equivalency is required.

### **OTHER REQUIREMENTS**

A valid Class C California Driver's License may be required for some positions at the time of appointment. Personal transportation for job-related travel.

### **LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED**

If the position requires possession of a valid Class C California Driver's License, then proof of satisfactory Department of Motor Vehicle (DMV) clearance will be required.

### **WORKING CONDITIONS**

#### ***Environment:***

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will be primarily in an indoor office environment.

#### ***Physical Abilities:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items with a strength factor of light work;

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- Hear and speak to exchange information in person and on the telephone;
- See to read a variety of materials;
- Possess dexterity of hands and fingers to operate equipment;
- Stand and walk;
- Bend at the waist, kneel or crouch;
- Sit or stand for extended periods of time;
- Climb a step stool/ladder and reach above shoulders.

**Hazards:**

Sitting and viewing a computer monitor for extended periods of time.

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Employee Signature

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Date