

Library Assistant 1

Job Description: An employee in this entry-level position performs public service duties necessary to assist library patrons and library staff, processes and prepares materials for circulation, enters item and user records into the integrated library system (ILS), and performs related work as apparent or assigned. Work involves frequent public contact and is performed in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Work is performed under the supervision of the Department Supervisor or Librarian.

Job Duties

Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.

1. Answers general information questions, in person, by phone, and electronically.
2. Assists in locating materials and using the library catalog.
3. Assists with use of library equipment and technology.
4. Provides circulation assistance to patrons, including check out of library materials, issuing library cards, assessing and collecting fines and fees, and addressing problems related to patron records.
5. Maintains confidentiality and privacy of protected information.
6. Schedules use of library resources and meeting rooms.
7. Provides reference service, including instruction in the use of electronic resources.
8. Provides readers' advisory services.
9. Assists with planning, delivery, and promotion of programs, activities, and displays.
10. Assists with promotion of the library through the development of marketing materials, use of social media, and community outreach.
11. Reviews and edits catalog holdings information on existing records.
12. Reviews catalog bibliographic information for errors.
13. Processes and repairs new or existing library materials.
14. Routes suggestions and makes recommendations for new library materials.
15. Performs opening and closing procedures.
16. Shelves library materials and keeps shelves in order.
17. Performs minor repairs to equipment.
18. Prepares reports and statistics.
19. Supports organizational goals and objectives by participating in library system and community collaborations.
20. May be required to perform work assignments concurrently.
21. Responsible for maintaining a safe and secure working environment.
22. Evening and weekend work required.
23. Some travel required.

Qualifications

The qualifications listed below are representative of the competencies and training required to perform this job successfully.

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Knowledge, Skills, and Abilities:

1. Familiarity with current reading trends and interests of diverse populations.
2. Familiarity with specific needs of service population.
3. Familiarity with library principles and practices.
4. Familiarity with library circulation, catalog, and Dewey Decimal Classification systems.
5. Ability to plan and organize work, and handle interruptions.
6. Ability to accurately count money.
7. Ability to give attention to detail.
8. Ability to effectively communicate orally and in writing.
9. Ability to effectively work with diverse populations.
10. Possess good interpersonal skills including tact, courtesy, and discretion.
11. Ability to take direction.
12. Ability to use good judgment.
13. Ability to work as a member of a team.
14. Ability to work independently and exercise initiative.
15. Ability to work well under pressure.
16. Ability to use a variety of library equipment and technology.
17. Ability to effectively use various computer applications.

Education and Experience:

1. High school diploma or GED required.
2. One year of customer service experience required.
3. One year of related library experience preferred.
4. Relevant experience for specific job assignment preferred.

Physical and Environmental Conditions

These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.