

Library Assistant 2

Job Description: An employee in this position performs public service duties necessary to assist library patrons and library staff, processes and prepares materials for circulation, catalogues materials, enters item and user records into the integrated library system (ILS), and performs related work as apparent or assigned. This employee demonstrates knowledge and proficiency beyond the entry-level position. 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 in 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 readers' advisory services.
8. Provides reference service, including instruction in the use of electronic resources.
9. Participates in planning, delivery, and promotion of programs, activities, and displays.
10. Participates in promotion of the library through the development of marketing materials, use of social media, and community outreach.
11. Processes and repairs new or existing library materials.
12. Reviews catalog bibliographic information for errors.
13. Edits catalog holdings information, and adds new materials on existing records.
14. Performs copy cataloging of new acquisitions.
15. Routes suggestions and makes recommendations for new library materials.
16. May order library materials.
17. Performs opening and closing procedures.
18. Assists in training new department staff.
19. Shelves library materials and keeps shelves in order.
20. Performs minor repairs to equipment and serves as contact for office equipment maintenance.
21. Prepares reports and statistics.
22. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.
23. May be required to perform work assignments concurrently.
24. Responsible for maintaining a safe and secure working environment.
25. Evening and weekend work required.
26. Some travel required.

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Qualifications

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

Knowledge, Skills, and Abilities:

1. Knowledge of current reading trends and interests of diverse populations.
2. Knowledge of specific needs of service population.
3. Familiarity with library principles and practices.
4. Knowledge of library circulation, catalog, and Dewey Decimal Classification systems.
5. Proficiency in planning and organizing work, and handling interruptions.
6. Ability to accurately count money.
7. Ability to give thorough 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 consistently use good judgment.
13. Ability to work as a member of a team.
14. Proficiency in working independently and exercising initiative.
15. Ability to work well under pressure.
16. Proficiency in the use of a variety of library equipment and technology.
17. Proficiency in the effective use of various computer applications.

Education and Experience:

1. College coursework preferred.
2. High school diploma or GED required.
3. One year of relevant library experience for specific job assignment required.
4. Two years of customer service experience required.

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.



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