LIBRARY ASSISTANT II

DEFINITION

Under general supervision, assists patrons in locating library materials; provides information services; performs duties relevant to technical services processes, prepares and presents programs on a variety of topic for all generations; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time paraprofessional library experience; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

N/A

DISTINGUISHING CHARACTERISTICS

This is the second paraprofessional level classification in the Library System. This classification is distinguished from Library Assistant I by having greater autonomy and increased responsibilities.

SUPERVISION EXERCISED

N/A

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

May perform any of the duties within the Library Aide and Library Assistant class series, up to and including Library Assistant I.

Order, receive and authorize payments for library materials; assist with maintaining standing order lists, including applications of computer programs to facilitate the handling of standing order files, copy-catalogs books, documents, periodicals and other media; assist in working with vendors and library staff regarding invoices, credits, funding and problems with shipments; maintain data base information

Suggest materials for patrons utilizing a variety of online and print resources.

Perform basic end user troubleshooting, including printers, software and basic hardware.

Receive and transmit patron requests for books, media and information; location and reserve books and media for circulation.

Assist with the daily operation of the library.

Locate, read, interpret, apply and explain library regulations, policies and procedures.

Sort books, publications and other library materials according to classification code; load carts to prepare for shelving; and shelve returned materials, publications and other items in proper sequence.

Mend books and other library materials in accordance with specific instructions.

Perform stack maintenance, including filing, shifting or adjusting shelves to accommodate materials.
Maintain specialized collections and assist with library collection maintenance.

File updates in various government and business publications, binders and manuals in accordance with respective publishing agency.

Assist patrons in locating library materials.

Assist patrons with the operation of office and computer equipment, including email, Internet, library catalog, databases, word processing and other computer applications.

Provide customer service; assist with check in and check out; issue library cards; collect fines and fees; and address patron issues.

Provide information services using all available resources.

Respond to patron questions and provide assistance, either directly or by referral to appropriate staff.

Decorate or prepare displays.

Prepare and present library tours, outreach and programs on a variety of topics for all generations.

Perform other duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

- Washoe County and Washoe County Library System policies, procedures, methods and terminology.
- American Library Association philosophy, practices, procedures, and techniques.
- Technical services operations and procedures.
- Multi-generational program development.
- Alpha and numeric filing as applied to sorting and shelving books. Collection maintenance practices.
- Integrated Library Systems automated databases, software and digital resources.
- Specialized computer programs to facilitate the ordering, receiving, cataloging and management of the collection.
- Current computer/mobile technologies and use of the Internet.
- Circulation operations and procedures.
- Correct English usage, spelling, grammar, and punctuation. Reading and math comprehension.

**Ability to:**

- Work independently when required; exercise good judgment and initiative.
- Plan, present, coordinate, and assist with directing a library program.
- Translate foreign language materials for those positions where bilingual skills are required.
- Maintain accurate records and prepare reports.
- Mend and repair library materials.
- Participate in stack and collection maintenance.
- Accurately maintain and file updates to government and business files, publications and manuals.
Use multiple types of digital technologies, library equipment, and audio/visual equipment.

Provide information by making appropriate use of available resources and exhibiting initiative to satisfy customer needs.

Communicate effectively, both orally and in writing, with people of diverse backgrounds.

Provide exceptional customer service.

Deal tactfully and politely with the public.

Maintain confidentiality.

Perform routine duties and responsibilities within established timeframes, guidelines and policies.

Understand and follow oral and written instructions.

Maintain effective, cooperative and productive working relationships with the general public, division staff, and representatives of other departments.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Ability to sit for extended periods. Ability to frequently squat, bend, kneel, stoop, stand and walk. Using approved safety standards, ability to lift, push, pull and move objects weighing up to 50 lbs. Normal manual dexterity and eye-hand coordination. Corrected hearing and vision to normal range. Ability to work under conditions involving exposure to dust and odors. Ability to use audio/visual equipment and office equipment including computers, telephones, calculators, copiers, mobile devices, and FAX machine. Ability to use necessary chemicals. Work is performed in a public service environment with continuous contact with staff and the public.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*