

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LIBRARY ASSISTANT II

SUMMARY DESCRIPTION

Under the direction of the Library Support Services Supervisor or cognizant administrator, perform a variety of moderately difficult and complex clerical duties in support of college Library operations and services in assigned area such as circulation, technical processing, and periodicals; organize and monitor the work flow of the assigned area including to provide instruction, training, and direction to multiple student workers; perform the more complex responsibilities assigned to Library Assistants.

DISTINGUISHING CHARACTERISTICS

This level in the Library Assistant series requires strong prior experience and a sound working knowledge of college Library policies and procedures related to assigned area such as circulation, technical processing, and periodicals. Positions at this level are distinguished from the Library Assistant I by the level of responsibility assumed and the complexity of duties assigned. Employees in the Library Assistant II class perform the most difficult and responsible types of duties assigned to classes within this series including providing work instruction and direction to multiple student workers, coordinating assigned activities, services, and functions, and troubleshooting the Integrated Library System (ILS). Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Organize and monitor the work flow of college Library operations and services in assigned area such as circulation and periodicals; develop work schedules, assignments, and timesheets for student workers; participate in and perform the most complex work of the unit. **E**
2. Provide instruction, training, and guidance to other staff including Library Assistants, hourly staff, and multiple student workers; train and review the work of staff responsible for assigned college operations and services; assist in the development of training material. **E**
3. Receive direction from and coordinate workflow with the Library Support Services Supervisor including daily job assignments and operational activities as well as special assignments; recommend appropriate changes to procedures pertaining to area of assignment; assist and collaborate with the Library Support Services Supervisor on program review, department meetings, and retreats. **E**
4. Check books, periodicals, study rooms, and multimedia programs in and out on a computer according to established procedures to students, staff, and patrons; search computer database for titles to determine availability; place books and materials on hold according to established procedures. **E**
5. Receive, process, and display new library materials and gift books; prepare books for circulation including on-line research, downloading on-line records, importing records into library database, placing security strips on books, affixing labels on books, and resolving various cataloging discrepancies. **E**
6. Collect data, maintain files and records, and prepare a variety of periodic and special library processing, statistical, and financial reports including those pertaining to the library collection, collection use, inventory, service desk transactions, library usage patterns, building use, and resource sharing. **E**
7. Use on-line system to prepare overdue notices; manage student records and place administrative holds if applicable; investigate discrepancies in student's records; mail overdue and billing notices to patrons; reconcile and update student record of holds or fines as appropriate. **E**
8. Perform various special assignments; delete catalog information from online and library data systems for withdrawn books; remove selected items from on-line catalog and internal library data program and record deletions; sort and assess library material to determine preservation needs. **E**

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9. Register library patrons in the Integrated Library Systems; explain library card policy and usage guidelines. *E*
10. Assist patrons with location of materials and the operation of various library machines and equipment; operate and perform minor repairs on such equipment. *E*
11. Contact patrons regarding discrepancies in materials returned or damaged items; process daily requests through ILS and notify patrons accordingly. *E*
12. Coordinate and oversee shelving; maintain library materials in proper locations; shift shelves as necessary. *E*
13. Participate in ordering books, periodicals, and other library materials as requested according to appropriate procedures; check for cataloging discrepancies; receive, process, and disburse shipments of materials in accordance with approved procedures. *E*
14. Communicate and work with other College departments and personnel and the public; answer questions and provide information to patrons; resolve problems related to assigned services and unit activities; refer and direct patrons to others when necessary. *E*
15. Participate in outreach activities; conduct Library tours. *E*
16. Consult with Library faculty in the production of MLA and APA handouts as necessary. *E*
17. Open and close Library according to established procedures as assigned. *E*
18. Process and maintain Reserves collection according to established procedures. *E*
19. Assist in cleaning and repairing books as necessary. *E*
20. Unpack, check, and sort daily mail delivery; distribute as indicated. *E*
21. Process approved requisitions for departments directly on-line as assigned. *E*
22. Operate a variety of office and library equipment including computer terminals, printers, typewriters, copier, sensitizer/desensitizer, microfilm readers and printers, and scanner; collect and count money from coin-operated library machines; record receipts; provide minor equipment maintenance. *E*
23. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operations, services, and activities of the college Library including circulation desk practices and procedures.
Policies, procedures, and terminology of the college Library including those related to circulation.
Principles and practices of lead supervision and training.
Library filing rules and location of materials in the library.
Basic reference sources.
Basic knowledge of Library of Congress Classification System and cataloging rules; standard procedures for processing library materials.
Pertinent state and federal regulations and mandates in connection with copyright laws applicable to textbooks, audio-visuals, and media.
Operation, use, care, and minor repair techniques of a variety of multimedia equipment and programs.
Modern office practices, procedures, and equipment.
English usage, grammar, spelling, punctuation, and vocabulary.
Interpersonal skills using tact, patience, and courtesy.
Telephone techniques and etiquette.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

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Ability to:

Organize and review the work of other staff and student workers.
Train others in various phases of assigned operations as well as new systems and procedures.
Perform moderately difficult and complex clerical duties in support of the college Library operations and services; perform the most complex and technical duties assigned to Library Assistants.
Provide assistance to students and staff in a tactful and courteous manner.
Handle and resolve complex patron situations with tact, discretion, and equity; exercise good judgement and discretion in analyzing and resolving difficult and sensitive situations.
Use library classification and cataloging techniques.
Operate office equipment including computers and supporting word processing, spreadsheet, and specialized applications.
Operate and perform minor repairs on a variety of multimedia equipment.
Adapt to changing technologies and learn functionality of new equipment and systems.
Maintain accurate records and prepare reports.
Independently compose and prepare routine correspondence and memoranda; compile information and prepare reports, correspondence, and procedure manuals.
Work independently with little direction.
Work under steady pressure with frequent interruption and a high degree of public contact.
Prioritize work to meet schedules and time lines.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation for high school and two years of increasingly responsible experience working in a college library that includes experience ordering, receiving, processing, and circulation of library materials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.