

**JEFFERSON COUNTY RURAL LIBRARY DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: LIBRARY ASSISTANT I – ACCESS SERVICES/TECHNICAL SERVICES

CLASSIFICATION SUMMARY:

This is clerical and technical work relating to the effective operation of the library. Positions in this class perform a wide variety of different tasks related to one or more major program areas of the library including circulation, information provision, outreach, and technical services. The level of responsibility increases with experience on the job to a level where employees function with considerable independence. Initially work is checked by librarians, managers, or other assistants. Careful attention to detail is required in all assigned areas. Work requires a considerable amount of contact with patrons of all age levels and with library employees. Work is performed under the general supervision of a Library Head of Department or Supervisor.

DISTINGUISHING CHARACTERISTICS:

Incumbents in the Library Assistant I classification assist patrons in locating and using library resources and perform general technical, clerical, and circulation customer service work in support of the public service functions of the library at either the Main Library or the Bookmobile. Library Assistant II incumbents exercise greater independence and perform more complex library duties requiring greater knowledge and experience in a functional area such as acquisitions, serials, interlibrary loan, youth services, and reference.

PRIMARY DUTIES AND RESPONSIBILITIES - GENERAL:

(The following are not intended to serve as a comprehensive list of all duties performed in this classification and are a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties).

- Assists in ensuring the delivery of high-quality library services to the community.
- Provides direct public service, checking materials in and out and answering patron inquiries.
- Interacts with patrons in-person, by telephone, and electronically.
- Performs a variety of circulation duties; checks books and library materials in and out, receives hold requests, processes library card applications; collects fees for lost/damaged library materials, and answers incoming calls.
- Schedules computer time and provides instruction on using library equipment.
- Checks materials in, prints and processes daily circulation reports and coordinates the discard of materials.
- Assists patrons in the use of library computers, databases, and equipment.
- Assists patrons in accessing desired library materials.
- Explains library rules, policies, and procedures to the public.
- Processes, sorts, organizes, and shelves assigned library materials.
- Empties book drops.
- Straightens, organizes, rearranges, and shifts books and other library materials.
- Locates, pulls, and processes hold, rotation, and/or inter-library loan items.
- Creates and maintains assigned library book displays, bulletin boards, and display cases.
- Provides general assistance with collection maintenance activities as required.

- Performs clerical duties including maintaining library records, data entry, preparing reports, and processing library mail.
- Assists with maintaining library facilities and equipment.
- May provide direction and assistance to volunteers and student workers.
- May assist with collection maintenance tasks.
- May assist with set-up and coordination of library programs.
- May assist with ordering library supplies, books and/or materials, and maintaining supply inventories.
- Performs other duties as assigned or required.

PRIMARY DUTIES AND RESPONSIBILITIES - SPECIALIZED:

Processing

- Prepares incoming items for circulation, adding barcodes, covers, property stamps, spine labels, etc.
- Maintains supplies necessary to the preparation of materials for circulation.
- Replaces item covers and cases and oversees mending.
- Participates in the repairing, recovering, and cleaning of damaged/soiled library items.
- Assists with researching, evaluating, and ordering processing supplies.
- Assists with training and guidance of processing volunteers.

Mobile services

- Operates District vehicles, transporting materials and/or staff on District business.
- Delivers materials to homebound HomeLibrary patrons.
- Works as a clerk on the Bookmobile; includes loading/unloading materials, assisting patrons with registration, circulation, hold placement, etc.
- May drive the Bookmobile to assigned locations for public services and/or maintenance appointments. [NOTE: Drivers receive a pay differential when driving the Bookmobile on an assigned shift.]

KNOWLEDGE AND ABILITIES:

(Depending on the work assignment, some or all of the following may apply).

Knowledge of:

- Library functions, methods, and organization.
- Policies and procedures related to library operations.
- Dewey Decimal system of classification.
- Circulation processes and procedures.
- Current technology, computer systems, software, databases, and office equipment.
- Modern office practices, procedures, and equipment.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Telephone and email etiquette.

Ability to:

- Provide information to patrons in a tactful and courteous manner.
- Assist patrons in locating and utilizing library materials using the online catalog and other library resources.
- Continuously learn and apply new knowledge related to the processing and circulation of library materials.
- Operate relevant computer systems including hardware and software, such as Microsoft Word, Excel, electronic databases, email, and Internet navigation, as well as office equipment and security systems.

- Learn and explain library practices, procedures, and equipment.
- Provide assistance and direction to others.
- Determine appropriate action within clearly defined guidelines.
- Establish and maintain effective working relationships with other staff, other libraries, community groups, library patrons, and the public.
- Handle money, give correct change, and prepare related financial reports required for cash reconciliation.
- Work cooperatively with others.
- Communicate effectively both orally and in writing.
- Maintain public services areas in a neat and orderly condition.
- Monitor and maintain acceptable patron behavior in the library.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalent, and one year of direct-contact customer service.

REQUIRED LICENSES OR CERTIFICATIONS:

Depending on assignment (e.g. Bookmobile, attend community activities, and/or courier duties), a valid Washington Driver's License may be required.

PHYSICAL DEMANDS

Must be able to stand, sit, or remain in a stationary position for extended periods of time; move about inside and around District facilities; organize and arrange resources, including organizing books and other library resources on library shelves with a height of up to 6.5 feet; relocate and move carts weighing up to 150 pounds and boxes and bags weighing up to 50 pounds; regularly operate computers and other equipment including copiers and printers; and communicate with District staff and patrons.

WORK ENVIRONMENT:

Work is generally performed inside a library environment. Work is performed in varied schedules, including weekends and evenings. May have some exposure to angry or hostile patrons. Bookmobile work may be performed outside in the elements, including driving in inclement conditions.

Classification Specification: January 22, 2008
Amended: June 2017, May 2024, March 2026