

LIBRARY AIDE

MAJOR FUNCTION

This position involves routine clerical, as well as manual, work following prescribed or standardized methods where some judgment may be exercised. A specific area of responsibility is assigned. The responsibilities may include assisting Children's Librarians, assisting in periodical collection management, filing, typing, and other clerical duties.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load. The specific area of assignment may not include all duties listed.

- Maintains access to library materials and preserves the physical appearance and order of collections through shelving and shelf-reading.
- Answers a telephone and routes the call to the appropriate location; takes messages.
- Transfers various library materials from one library area to another for storage, check-in, mending, etc. Transports donated materials to appropriate areas.
- Searches for reserve, rotation, or missing items and other materials as needed.
- Clerical duties include typing and word processing, filing, copying, preparing forms, errands using library vehicle, and other light office duties.
- Assists librarians in programming activities, including preparing materials, setting up program area, assisting during programs, operating equipment, etc.
- Prepares various display and promotional items, information and directional signs, and other display items.
- Checks in, processes, and distributes periodicals. Maintains back issues of periodicals. As directed, weeds periodicals, including newspapers.
- Sorts and processes mail.
- Prepares library division for opening. Monitors and maintains supplies used by patrons in the library division. Straightens library division throughout the day.
- Supervises library volunteers and community service workers.
- Maintains and promotes characteristics of excellent customer service in assigned area.
- Carries out policies, procedures, and established practices of the County's library system.

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- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Reads assigned sections of library shelves.
- Performs opening and closing duties, including lock-up procedures and floor duty.
- Performs other duties as assigned.

CUSTOMER SERVICE

Some areas of assignment provide excellent front-line customer service to members of the general public and other County employees. Other areas of assignment have limited contact with the general public, but provide customer service directly or indirectly to other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, or by phone contact.

SUPERVISION

Position has limited supervisory responsibility related to volunteers and community service workers.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience.

All areas of assignment require a high school diploma or GED with one year of experience. Direct customer service assignments require one year of customer service experience. Other positions require one year of office or clerical experience. Three months of library experience is preferred. Areas of assignment in the Children's Division additionally require course work in childhood development or one year experience working with children.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and comprehend simple policy and procedure manuals, instructions, short correspondence, and memos.

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- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent.

Problem Solving Abilities

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records and procedures to others. Requires some judgment in selection of procedures, methods, tools, equipment, or materials to accomplish tasks.

Specialized Skills and Abilities

- Ability to work courteously and tactfully with the public and co-workers. Ability to use independent judgment to resolve concerns.
- Ability to establish and maintain effective working relationships with the public and co-workers.
- Ability to direct volunteers and community service workers.
- Ability to understand, follow and issue oral and written instructions.
- Ability to clearly and politely relay instructions and other information to others.
- Ability to work with a minimum of supervision, set priorities and meet multiple deadlines.
- Ability to pay close attention to detail.
- Ability to work a flexible schedule, including days, evenings, weekends.
- Knowledge of and ability to apply alphabetical, numerical, and library filing systems.
- Basic clerical skills and basic computer skills in data entry and word processing; ability to learn and use specialized computer software and hardware.

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- Ability to learn and apply new methods, procedures, operations, and policies.
- For some assignments: Ability to help coordinate activities for children of various ages, and to interact and communicate on a child's level. Ability to think creatively and implement high quality artwork, displays, program props, printed materials, etc.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate various types of general and library equipment associated with a specific assignment. Equipment which may be used includes: a computer, calculator, telephone, fax machine, copy machine, cash register, bar code reader, book truck, hand truck, library vehicle, television, video cassette recorder/player, laminating machine, cassette player, film or filmstrip projector, opaque projector, label maker, scissors, tape dispenser, rubber stamps, brushes, stapler, steps, step stools, and other general office and library equipment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, sit, talk, hear, use hands to finger, feel, and handle, reach with hands and arms, and climb or balance. The employee is frequently required to stoop, kneel, crouch, or crawl, pull/push 100 pounds or more and lift up to 50 pounds. The employee is occasionally required to smell. The noise level for this job is moderate. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, fumes or airborne particles. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

Established 10/99

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