

Yakima Valley Libraries
Library Assistant II Bookmobile
FLSA: Non-Exempt

Job Purpose and Summary

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries to support the following activities: circulation, information, reference and readers' advisory services; materials selection and collection maintenance and other public Library services. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all Library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general supervision from assigned supervisory staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Serves customers using high quality customer service practices. This includes greeting customers sincerely, speaking in a friendly manner, welcoming and serving customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledging the patron's presence as soon as possible, even if occupied; not communicating any value judgment when interacting with customers; and verifying that the patron's needs are met.
2. Drives and operates large vehicles to deliver Library services and materials to designated locations on a predetermined schedule.
3. Assists customers by checking materials in and out, issuing Library cards, updating customer records, and placing holds. Resolves issues related to customer's circulation record. Performs readers' advisory and information services in response to customer inquiries.
4. Instructs customers in the basic use of Library equipment and resources, including, but not limited to, logging in and out of public computer and printing stations, accessing Library account information and paying fees online, searching the Library catalog and placing holds, searching online databases, and using online learning tools. May assist customers in the use of tablets, e-readers, and other personal technology.

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5. Empties book drops, assesses materials for damage, sets up book carts and sorts and arranges checked in materials for re-shelving. Performs light cleaning or mending of Library materials, as needed.
6. Shelves Library materials, shifts and straightens shelves. Performs shelf reading and reorganizes shelves for correct location of materials and for attractive appearance of shelves.
7. May at times have unsupervised access to children under the age of 18, or a vulnerable person.
8. May create and maintain displays and decorations.
9. May order and maintain bookmobile supplies.
10. May provide updates to customers and/or facilities regarding Bookmobile service status.
11. Cleans and disinfects work and public areas in Library vehicles.
12. May re-fuel vehicles as needed to ensure uninterrupted and on-time Library service to scheduled stops.
13. May perform storytimes and host Library programs, as needed.
14. Performs other duties as necessary.

Qualifications

1. High School diploma or equivalent.
2. One year of related, detail-oriented work experience is desirable.
3. In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
4. Bilingual (English/Spanish – read, write, and speak) required.
5. A valid Washington driver's license with clean driving record.

Knowledge of:

1. Basic alphabetic and numeric filing methods.
2. Customer services standards and protocols.
3. Both English and Spanish language usage, spelling, grammar, and punctuation.

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4. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse population.
2. Working effectively, with a teamwork orientation, in daily activities as well as, addressing problems and unique situations.
3. Using independent judgment and making good decisions when resolving problems relating to customers.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries' in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
3. Learn and practice the principles of intellectual freedom and the Library Bill of Rights.
4. Learn and master the integrated Library system procedures related to circulating materials, handling patron's accounts, and other relevant procedures.
5. Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population.
6. Consistently demonstrate effective customer service behavior(s).
7. Drive and operate large vehicles.
8. Maintain confidentiality of customer information.
9. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Work is performed primarily in a mobile Library environment, which does not include running water or other personal use facilities. This includes driving large vehicles year-round.
2. May be required to work both indoors and outdoors in a variety of weather conditions.
3. May be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 45 lbs. and/or push and/or pull objects weighing up to 120 lbs. with

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mechanical assistance, such as a cart or dolly. May occasionally be required to push and/or pull objects weighting up to 200 lbs. on a wheeled cart.

4. Interaction with Library system staff, Library customers, other libraries, agencies and organizations, will be necessary.

Signature

Date