

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

Job Purpose and Summary

Increases the library's presence and service ability within the community by providing library programs, outreach services and resources to people of all ages and populations where they live.

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries including: circulation, information, reference and readers' advisory services; materials selection and collection maintenance.

Supervision Received and Exercised

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over technical, clerical, page and volunteer staff. May act as "Person in Charge" in absence of assigned manager or supervisor.

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.

- Serves patrons using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
- Under general direction from assigned staff, promotes and provides programs and services to members of various communities in settings outside the library, including community centers, retirement and nursing homes, etc. Promotes library services by traveling to identified community groups, service agencies, etc. Provides direct library service, as well as information about library services and programs to these groups.
- Assists library customers by checking library materials in and out, issuing library cards, updating library customer records, and placing holds. Resolves issues related to library customer's circulation record.

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- Provides information in person and on the telephone on policies, procedures, local and system-wide services, programs and materials.
- Answers directional, informational, readers' advisory, and basic reference questions; answers more involved reference questions through redirection or referral to other library resources.
- Promotes the use of library services and assists in publicizing and merchandizing of library services and materials to targeted populations.
- Assists in presenting library programs to adults in residential facilities.
- Pulls library materials to prepare for transport and delivery as assigned.
- Checks in library materials returned during daily outreach runs. Assesses materials for damage, sorts and arranges materials for re-shelving.
- Performs light cleaning or mending of library materials, as needed.
- Monitors condition of equipment; maintains equipment by refilling supplies, cleaning and making minor adjustments; reports major equipment problems to supervisor or manager. Orders and maintains supplies
- Attends meetings and participates in various committees, as assigned
- Performs other duties as assigned.

Qualifications

- High School Diploma, college or equivalent.
- Two years of library or general clerical experience that includes public service.
- Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs.
- In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
- A valid Washington driver's license and normal risk insurability.

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Knowledge of

- English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.
- Knowledge and support of the principles of intellectual freedom
- Principles of excellent customer service and intellectual freedom.
- Basic alphabetical and numeric filing methods.
- Basic mathematical principles.
- Principles and procedures of record keeping.
- 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

- Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance.
- Developing and maintaining good working relationships.
- Listening to, understanding and interpreting information received from library customers, including special populations, and library employees.

Ability to

- Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.
- Represent Yakima Valley Libraries in a positive, responsive manner to the public, volunteers, and supporters.
- Safely and legally drive large library vehicle throughout YVL service area on a daily basis.
- Learn the principles and practices of basic library work, including the Dewey Decimal System.
- Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.

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- Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
- Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
- Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
- Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
- Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
- Speak, read and write English. Speak, read, and write ~~and~~ Spanish, as applicable.
- Operate relevant computer systems, including hardware and software and office machines, including cash register.
- Work evenings and weekends.
- Obtain and maintain a valid Washington driver's license.
- Attend work on a regular and dependable basis.

Work Environment and Physical Demands

- Normally standing or seated for extended periods of time; walking occasionally.
- Normal physical activity including frequent bending, pushing, pulling, and lifting and carrying, which may range up to 45 pounds while loading and unloading a vehicle.
- Move library materials, which may range up to 120 pounds, using mechanical assistance, such as cart or dolly.
- Keyboarding and working at a computer monitor for extended periods required.
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.
- Phone usage, reading, speaking, and listening required.

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- Interaction with library customers and other staff members will be necessary to resolve situations or problems.
- Drive large library vehicle on a daily basis within YVL service area.

Signature

Date