

Final

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

Job Purpose and Summary

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries, to include: circulation, information, reference and readers' advisory services; collection maintenance as directed; services to children and youth; and interLibrary loan. 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.

Employee will support a varied group of staff in providing Library services to diverse communities across Yakima County. Employee will be assigned a home Library, however may at times be reassigned on a temporary basis to assist various libraries in the district. Traveling will be required to cover staff vacancies at designated libraries for the temporary reassignments as directed by the CL Supervisor or Managing Librarian.

Supervision Received and Exercised

Receives general supervision from assigned management and supervisory staff. When placed at a Library location with any other assigned YVL staff, the Library Assistant is to defer to the staff member as "Person in Charge" unless otherwise directed by supervisory staff. May act as "Person in Charge" in absence of assigned manager, 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.

1. Welcomes and serves customers of the Library 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 customer's presence as soon as possible, even if occupied; not communicating any value judgment when interacting with customers, and verifies that customer's needs are met.
2. Performs opening and closing duties.
3. Provides information about work accomplished to assigned Library's supervisor. Reports regularly to CL Supervisor at their home Library. Exercises excellent communication skills at all times, whether in-person or via phone and email. Includes CL Supervisor, and Managing Librarian in all communications.

Final

4. May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.
5. Assists Library customers by checking Library materials in and out, issuing Library cards, taking payments for fees, updating Library customer records, and placing holds. Resolves issues related to Library customer's circulation record.
6. May receive payments, provide receipts, balance and reconcile cash amounts; maintains and processes cash records according to established procedures as directed by CL Supervisor, or Managing Librarian.
7. Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other Library staff, starting with assigned CL Supervisor, then Managing Librarian.
8. Uses information resources including online databases, and print sources to answer questions and to locate information. Assists and instructs the public in the use of Library resources, facilities and policies.
9. Explains Library policies and procedures to Library customers, referring questions and concerns to a CL Supervisor, or the Managing Librarian.
10. Assists Library customers in using the Library catalog, online databases, and the Internet.
11. Assists Library customers in using computers, photocopiers, microfilm reader/printers, self-checkout machines and other public access equipment. Assists customers in finding information about/on their personal technology devices.
12. Weeds for condition and shelves Library materials in assigned collection areas, working closely with assigned CL Supervisor,
13. Presents Library programs to children, young adults, and adults as directed by assigned CL Supervisor,
14. Performs InterLibrary loan functions and Request a Title. Refers to the Inter-Library Loan Department any ILL problems or issues that may arise.
15. Promotes the use of and assists in the publicizing and merchandizing of Library services, programs and materials to the public.
16. Performs other duties as assigned.

Final

Qualifications:

1. Two years of college or an Associate of Arts degree from an accredited college.
2. Two years of Library experience, including public service experience.
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) preferred, and may be required, depending on geographic service area needs.
5. A valid Washington driver's license. A personal vehicle for traveling between assigned zone libraries. (Mileage will be reimbursed at the current IRS rate)

Knowledge of:

1. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar, and punctuation, if bilingual position.
2. Principles and procedures of record keeping.
3. Principles and practices of basic Library work, including the Dewey Decimal System.
4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
5. Current office methods, equipment, practices, and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems, and webbased searching.

Skill in:

1. Developing and maintaining good working relationships with a large group of staff, supervisors, and other Library departments.
2. Listening to, understanding and interpreting information received from Library customers and Library employees. Following through on instructions given, asking for clarification when needed.
3. Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Work and communicate effectively with diverse staff in numerous locations in order to accomplish Library goals and objectives.
2. Adapt to: changes in schedule, assigned Library, diverse staff, and customers.

Final

3. Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.
4. Represent Yakima Valley Libraries in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
5. Learn and practice the principles of Intellectual Freedom.
6. Learn and master the integrated Library system procedures related to circulating materials, handling customer's accounts, and other relevant procedures.
7. Provide circulation, reference and readers advisory services.
8. Maintain collections as assigned by CL Supervisor, or Managing Librarian.
9. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions, and during slow times.
10. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
11. Establish and maintain a pleasant and productive working atmosphere. Maintain composure and work under the stress of dealing with upset customers or handling several tasks at one time.
12. Keep all relevant parties informed of all major issues. Provide input on any course of action, when appropriate or asked for.
13. Ability to communicate in English as well as Spanish (if applicable) and exhibit sensitivity to needs of diverse populations.
14. Operate relevant computer systems, including hardware and software and office machines. Familiarity with Android/Apple devices including tablets, phones, and eReaders.
15. Work any day of the week, any hours from morning to evening. Be flexible when called to make schedule changes at short notice.
16. Maintain communication with CL Supervisors or Managing Librarian, especially when working alone.
17. Obtain and maintain a valid Washington driver's license.
18. Drive your own vehicle to travel in support of meeting the needs of the Library District.

Final

19. Attend work on a regular and dependable basis.

Work Environment and Physical Demands:

1. Normally standing for extended periods of time. Seated and walking occasionally.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving Library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with Library system staff, Library customers and other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.

Signature

Date