

Yakima Valley Libraries Substitute Library Assistant FLSA: Non-Exempt

Job Purpose and Summary

Performs various circulation, reader advisory, and reference functions along with basic clerical activities in support of Library services on an on-call basis. Provides basic information about materials, programs and services offered by Yakima Valley Libraries (YVL).

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 Functions

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 patron’s presence as soon as possible, even if occupied; not communicating any value judgment when interacting with customers, and verifies that patron’s needs are met.
2. Assists Library customers by checking Library materials in and out, issuing Library cards, taking payments, updating Library customer records, and placing holds. Resolves issues related to customer’s circulation record.
3. Provides information in person and on the telephone on policies, procedures, local and system wide services, programs and materials.
4. Answers directional, informational and ready reference questions; may assist in answering more involved reference questions through redirection or referral to other YVL resources.
5. Empties book drops, arranges checked in items, and shelves Library materials.

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6. Prepares items for shipment; runs holds report, processes holds and rotating items; receives and disperses shipments.
7. Assists Library customers with the use of a variety of equipment including computers, printers, self-checkout machines and eReaders; demonstrates correct use of equipment and assists customers if problems with equipment arise.
8. Operate relevant computer systems, including hardware and software and office machines. Familiarity with Android/Apple devices including tablets, phones, and eReaders.
9. Monitors condition of equipment; maintains equipment by refilling supplies, cleaning and making minor adjustments; reports major equipment problems to supervisor or manager.
10. Performs opening and closing duties; keeps public area orderly and presentable, returning materials to appropriate locations; turns equipment on and off; prepares meeting rooms or designated areas for special programs. Cleans up room after a program.
11. May assist with the presentation of programs.
12. Performs other duties as assigned.

Qualifications:

1. High School diploma or equivalent.
2. One year of Library or general clerical experience with public contact.
3. Or equivalent technical training, education, and/or experience.

Knowledge of:

1. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar, and punctuation, if bilingual position.
2. Basic alphabetical and numeric filing methods.
3. Basic mathematical principles.
4. Principles and procedures of record keeping.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, emailing systems, and web-based searching.

Skill in:

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1. Typing, word processing, or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from Library customers and Library employees.

Ability to:

1. Gain thorough knowledge of YVL's policies, procedures and programs.
2. Represent YVL in a positive, responsive manner to the public, volunteers, and supporters.
3. Learn the principles and practices of basic Library work, including the Dewey Decimal System.
4. Learn and master the integrated Library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
5. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
6. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
7. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
8. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
9. Work and communicate effectively with diverse staff in numerous locations in order to accomplish Library goals and objectives.
10. Maintain communications with CL Supervisor or Managing Librarian, especially when working alone.
11. Work any day of the week, any hours from morning to evening. Be flexible when called to make schedule changes at short notice.
12. Obtain and maintain a valid Washington driver's license.

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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 customers and other YVL staff member will be necessary to resolve situations or problems.

Signature

Date