

**TOWN OF SAN ANSELMO
LIBRARY ASSISTANT**

DEFINITION

To perform a wide variety of detailed clerical and paraprofessional library work related to the circulation of materials; to assist the public in the use of the library; and to assist other library staff in the completion of various tasks as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES – include the following. Other duties may be assigned.

- Perform circulation duties including checking in and out of library materials, renewing library materials, collecting fines and fees, and performing clerical tasks as needed to circulate library materials and monitor circulation activities.
- Resolve routine patron problems following library policies and procedures.
- Answer library telephone and staff the circulation desk; respond to standard questions about library services and policies both in person and on the telephone; register new patrons and issue library cards; receive and process changes of address, name, etc.
- Assist patrons in use and understanding of library services and arrangement and location of library materials; explain use of the computer catalog, internet, and photocopy machine; assist patrons in selection of print and non-print materials.
- Under indirect supervision of professional staff, assist patrons in use of databases; assist patrons with directional routine reference questions, which may include bibliographic searching of the library holdings.
- Place and monitor patron holds as needed; search for paged items daily; run reports on the library's computer system to monitor status of holds, in-transit items, and paged items.
- Calculate, collect, and total monies collected at circulation desk for overdue, lost or damaged materials; clear paid fines from patron records on the computer system.
- Prepare interlibrary loan requests from patrons, including notifying patrons of arrival of materials;
- Shelve books and review library shelves for proper order; check condition of books and other library materials for repair or replacement; make minor repairs to books and periodicals; verify cataloging and labels; select and order books on-line as part of library's acquisition team.

TOWN OF SAN ANSELMO
Library Assistant (cont'd)

- Perform prescribed duties in opening and closing the library, as assigned; sort incoming materials and mail; perform routine computer data entry procedures; and perform general clerical duties, including answering telephones and operating standard office equipment.
- Operate on-line personal computers; attend training on troubleshooting computer equipment and software problems; follow procedures on handling routine technical difficulties; and perform simple computer equipment maintenance.
- Monitor activities of part-time or temporary employees and volunteers as assigned.
- Build and maintain positive working relationships with co-workers, other Town employees, and the public using principles of good customer service.
- Attend in-house staff meetings, as well as meetings and training at other MARINet libraries.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

KNOWLEDGE OF:

- Fundamental purposes, typical content and routine practices of modern public libraries.
- Modern office methods, practices, and procedures, and computer equipment.
- Alphabetical, numerical, and topical filing systems.
- Basic public reception and telephone etiquette.
- Record keeping procedures, including filing, indexing, and cross-referencing methods.
- Basic mathematical calculations.

ABILITY TO:

- Perform responsible clerical and paraprofessional library work with speed and accuracy.
- Deal tactfully and effectively with the wide variety of library users.
- Intermittently review materials related to library operation; observe, identify and problem-solve routine operational and procedural matters; understand, interpret and explain library policies and procedures to the public, volunteers, and other Town personnel.

TOWN OF SAN ANSELMO
Library Assistant (cont'd)

- On a continuous basis, sit at a desk and/or stand at counter for long periods of time. Intermittently bend, twist, kneel or squat while shelving books, opening boxes, or moving equipment; twist and reach office equipment; write and use keyboard to communicate and enter/retrieve data; run errands; lift or carry weight of up to 50 pounds. Push loaded book carts.
- Obtain information through questioning; work firmly and courteously with the public; and work effectively with interruption.
- Work shifts, including weekends and evenings as assigned.
- Use a computer, calculator, telephone, facsimile machine, photocopy machine, and library-related equipment.
- Type at a speed necessary for successful job performance.
- Perform basic mathematical computations with speed and accuracy.
- Explain and monitor activities of various staff and volunteers as assigned.
- Analyze situations quickly and objectively and determine proper course of action within scope of responsibility.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible clerical experience involving public contact. Experience in a library setting is highly desirable.

Training:

Equivalent to the completion of the twelfth grade. College level courses in library technology (or equivalent course work at the college level) desirable.

TOWN OF SAN ANSELMO
Library Assistant (cont'd)

License or Certificate:

May need to possess a valid California driver's license as required by the position.

Date: 12/3/10

Approved:

Debra Stutsman