

LIBRARY TECHNICAL ASSISTANT (REFERENCE)

FLSA Status – Non-Exempt

EEO Code – E/Para-Professionals

Class Code – E520

GENERAL DESCRIPTION OF THE DUTIES

Performs a variety of general program duties relating to reference services for adults; trains and assists patrons in use of reference technology, and answers basic reference questions. Performs various other duties within the library to include: patron help/direction, shelving, computer entry, and file maintenance.

SUPERVISION RECEIVED

Works under the general supervision of the Senior Librarian.

SUPERVISION EXERCISED

Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel and volunteers on department policies and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Conducts training in use of Internet, online databases, Internet email, computer software, other PC applications and the Library's computer catalog; suggesting search strategies for the most effective use of these resources. Troubleshoots equipment and applications, as required.
2. Teaches introductory Internet classes. Researches and develops class materials in conjunction with the Librarian III position to teach intermediate Internet classes, as needed. Researches and develops web lists.
3. Inventories reference supplies; maintains forms, brochures, mailing materials and stamps; orders and provides tax forms for public use; makes copies and stocks pamphlet holders; notifies supervisor of need for supplies.
4. Provides basic reference services for adults and refers questions to professional staff, as necessary. Responds to inquiries from public regarding use of Library. Explains use of facilities and equipment such as public catalog computer, photocopy machine and online reference sources.
5. Maintains standing order mailing list for newsletters, brochures, college catalogs, City and county council minutes. Helps process and shelve these materials.

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6. Assists Senior Librarian with compilation of reference and technology wall statistics.
7. Maintains orderliness of reference area. Shelves books and other Library materials.
8. Monitors reference cash box; deposits funds, as necessary.
9. Follows all safety rules and procedures established for work areas.

OTHER JOB FUNCTIONS

1. Performs various clerical tasks to assist the Senior Librarian in support of Library operations.
2. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility. Maintains work area in a clean and orderly manner.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Knowledge of, or ability to learn, Dewey Decimal Classification System.
- General knowledge of library practice and procedures.

Abilities

- Ability to troubleshoot basic problems with personal computers and applications, to conduct training in use of Internet and online databases, and to operate standard Library and office equipment.
- Ability to work well with people of all ages, ethnic and cultural backgrounds.
- Ability to communicate effectively with the public, members of outside agencies, and employees.

EXPERIENCE AND EDUCATION

Equivalent to college degree, or any satisfactory Library Technical Assistant/Reference Services, combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

DESIRABLE EXPERIENCE, TRAINING, CERTIFICATIONS

Previous library experience, or experience in dealing directly with the public in a service capacity, and college level coursework in Library Science is desired.

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PHYSICAL DEMANDS OF POSITION

While performing the duties of this position, the employee is frequently required to stand sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc.; and infrequently weighing up to 40 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as standard library and office equipment. Reasonable accommodation will be made to otherwise qualified individuals with a disability and known limitations.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work environment is somewhat louder than most office environments due to presence of youth, however, noise does not present a hazard. Work schedule includes evenings and weekend assignments.

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 08/99
Revised: 05/01