

**CITY OF GLENDALE**

<b>TITLE:</b>	<b>Library Assistant II</b>	<b>CLASS CODE:</b>	<b>403</b>
<b>REPORTS TO:</b>	<b>Library Operations Supervisor, Senior Librarian, Library Assistant III</b>	<b>GRADE:</b>	<b>18</b>
<b>DEPARTMENT:</b>	<b>Library</b>	<b>FLSA:</b>	<b>N</b>
<b>JOB SPECIFICATION DATE: July 1, 2005 bwg</b>			

**JOB SUMMARY:**

Catalogues and classifies library materials on the automated computer system, provides regular lead supervision over area staff; orders and receives library materials; and monitors and reconciles orders. This classification serves as regular lead supervisor and plans and organizes activities and staffing. This is the second of three Library Assistant levels with a primary responsibility for providing patron services and maintaining the library's automated database.

**ESSENTIAL FUNCTIONS:**

1. Provides regular lead supervision and plans and organizes activities and staffing.
2. Investigates and resolves patron complaints and makes fines adjustments.
3. Answers and handles incoming telephone calls, and provides operator assistance for voice mail.
4. Performs opening and closing procedures, including the cash register.
5. Provides general and department information to the public.
6. Trains subordinates on computer systems.
7. Explains and enforces library policies and procedures.
8. Performs routine cataloging and classification of library materials in assigned areas using OCLC and library databases.
9. Maintains holding records for cataloged titles in all formats.
10. Orders and verifies book and non-book acquisitions.
11. Receives and cancels orders and resolves problems with publishers and vendors.
12. Develops and maintains on-line databases which includes tracking and receiving materials orders and government documents.

**SECONDARY FUNCTIONS:**

13. Serves as the contact for all OCLC hardware and operating system problems.
14. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES:**

### **Knowledge of:**

Library policies, procedures, principles, functions, terminology and materials.  
Basic supervisory practices.  
Books, authors, reference materials.  
Cataloging, classification, receiving procedures and policies for acquisitions.  
OCLC (On-line Computer Library Center) and library automated systems.

### **Skill in:**

The use of personal computers and automated library automated systems.  
Customer service.

### **Ability to:**

Communicate effectively verbally and in writing.  
Establish and maintain effective working relationships with City staff, publishers, vendors and the general public.  
Provide good customer service.  
Use and provide instruction in the use of computers, electronic databases, cash registers, and other office equipment.  
Handle sensitive customer situations, resolve problems, and maintain a high level of customer service.  
Provide effective lead supervision, train and develop staff.  
Read and interpret a map.

## **WORKING CONDITIONS:**

Work is performed in a functional area of the library with the employee expected to repetitively lift and move library books. Exposure to potentially hostile persons or situations.

## **MINIMUM QUALIFICATIONS:**

High school education, two years of college level course work in library technology or a related field, and two years of para-professional library work experience. Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities, is qualifying. An Associates Degree in Library Technology or Library Science is preferred.

## **SPECIAL REQUIREMENTS:**

May be required to work evenings, weekends and holidays.