

CITY OF GLENDALE

TITLE:	Library Assistant III	CLASSCODE:	405
REPORTS TO:	Library Operations Supervisor or senior Librarian	GRADE:	20
DEPARTMENT:	Library	FLSA:	E
JOB SPECIFICATION DATE: July 1, 2005 bwg			

JOB SUMMARY:

Provides reference customer services for the public and/or provides full supervision over a functional or program area of the library. This is the third of three Library Assistant levels and is distinguished by the skilled level of reference services provided and the higher level of responsibility coordinating functional areas or programs.

ESSENTIAL FUNCTIONS (Depending Upon Area of Assignment) :

1. Supervises Library Circulation Clerks, Library Assistant I, Library Assistant II, pages, other temporary staff and volunteer staff.
2. Provides general reference, reader's advisory and other information services in person and by phone.
3. Provides instruction in the use and operation of library reference tools, on-line computer catalog, CD-ROM, electronic databases (OCLC) and other library resources.
4. Develops and conducts special programs, events and activities, such as Homebound services, Interlibrary loans, Books-Through-Mail, tours; library skills sessions, story times, and programs and presentations on and off site to community and school groups.
5. Assists in developing, implementing and revising policies and procedures; recommends and implements new techniques, programs and services.
6. Assists in the selection of materials for purchase for the library collection.
7. Researches and resolves patron complaints and problems regarding library materials and services.
8. Evaluates damaged library materials for repair or replacement and authorizes adjustments.
9. Prepares bibliographies, bulletin boards and exhibits.

SECONDARY FUNCTIONS:

10. Represents the library at professional meetings and conferences to provide and obtain materials and services.
11. Evaluates donated materials and determines disposition.
12. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Library policies, procedures, principles, functions, terminology, and materials.
Books, authors and materials in one's functional area.
Collection development principles and practices, library ordering, deselection procedures.
Basis supervisory practices.
Dewey Decimal System, Library of Congress subject headings, MARC record information.
OCLC.

Skill in:

Use of personal computers and on-line computer automated library systems.

Ability to:

Communicate effectively verbally and in writing.
Establish effective working relationships with City staff and the general public.
Handle sensitive customer situations, resolve problems, and maintain a high level of customer service.
Provide effective supervision, train and develop staff.

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:

Associates Degree in Library Technology or a related field and two years of professional library work experience.
Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities, is qualifying.

SPECIAL REQUIREMENTS:

May be required to work evening, weekends and holidays.