



CLASSIFICATION NO. 253
Established: 10/73
Revised: 5/84, 7/96, 4/15, 5/19
FLSA: Non-Exempt
EEO: 5

LIBRARY ASSISTANT

CLASS CHARACTERISTICS

Under general supervision, to perform a variety of routine library support duties; to meet and assist the general public and patrons in the effective use of library services and systems; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Business and Community Services (BCS) is responsible for Public Library Services which provides informational, recreational, community, and cultural services to the public. Public Library Services currently includes the Oak Lodge Public Library. BCS is also responsible for the LINCC Library Services (Library Network) office, which offers a variety of centralized services and support to the independent, autonomous member libraries of the LINCC (Libraries in Clackamas County) cooperative. The Alden E. Miller Law Library of Clackamas County is a legal research, resource and reference center for the public, attorneys and judges within Clackamas County. The Law Library Committee appointed by the Clackamas County Bar Association helps administrate this Law Library.

The Library Assistant is typically used within Public Library Services. Incumbents primarily focus on direct patron service regarding the use of library materials and services, and perform tasks related to the circulation of materials.

The Library Assistant differs from Law Library Assistant and Interlibrary Loan Specialist classifications which have increased responsibility and independence to perform more specialized or technical library support assignments. It also differs from the Office Specialist classification series by the specific knowledge and skills required to implement procedures, techniques and systems unique to a library system.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides considerable amount of direct patron assistance and customer service within scope of directional and informational assistance; refers patrons to locations, services, or higher level library staff for assistance; assists and explains use of on-line catalog, library classification system, and library services including internet sign-ups, homebound program, summer reading programs, etc.; assists patrons in locating materials, conducting computer searches in public catalog, reserving materials, providing suggestions for material selection, and basic computer software/internet usage.
2. Performs circulation activities; checks books and other materials in and out for borrowing purposes; issues new library cards and explains rules and usage; places holds; assesses

and collects monies such as fines, payments for lost or damaged materials, and copy fees; places interlibrary loan requests; prints and processes circulation reports.

3. Assists in routine processing of new books, periodicals and other materials; inputs holding codes and call numbers from vendor; sorts and shelves books and other library materials in correct location and shelf order, according to prescribed classification system, and using retail/commercial display techniques; provides suggestions for material selection, programs, or other patron requests.
4. Enters and maintains online system data, files and other administrative records related to the library; registers and modifies patron records in patron database; resolves patron record issues such as cancelled holds, overdue materials, and lost items; contacts patrons regarding damaged materials or missing parts.
5. Processes, cleans, mends and repairs materials for circulation; pulls and processes items for mail or pick up by patrons or courier; processes materials to be withdrawn or moved to different location.
6. Assists in keeping the library facilities clean and orderly; tidies and cleans workstations, etc.; follows opening and closing procedures including shutting down equipment, securing premises.
7. Assists higher level library staff as requested with special library programs, services, and projects; assists in creating educational informative displays using library materials; assists in collection development by suggesting new purchases or recommending replacement copies of materials lost, worn or no longer in collection.
8. May occasionally serve as person-in-charge in absence of higher level staff; responds to situations such as escalated patron inquiries, facility issues, incident reports, patron conflicts and exclusions, and staffing issues within guidelines and level of authority; contacts appropriate county personnel and/or library management according to procedures.

REQUIRED KNOWLEDGE AND SKILLS

Some knowledge of: Library methods, procedures, practices and terminology; basic English composition, spelling, arithmetic; classification system used within library operations; library collection location; computer equipment and related library software; data entry and record keeping systems.

Skill to: Interact tactfully and courteously, and provide quality customer service to patrons with a wide variety of age groups, ethnic backgrounds, and personalities; effectively and accurately perform a wide range of clerical and library duties requiring attention to detail; communicate effectively, both orally and in writing; assist in the preparation of concise and accurate records; accurately and rapidly operate computers for information search and data retrieval; effectively learn and use existing basic reference materials; perform detailed tasks with accuracy; collect, search, process and interpret simple data; interpret and apply rules and standards of the County's library system; perform multiple tasks simultaneously; establish and maintain effective working relationships with other employees, the general public, and staff of other libraries.

WORKING CONDITIONS

Duties require continuous walking/moving, standing for extended periods, frequent squatting, kneeling, bending, twisting, reaching forward and overhead, fine motor control, and the ability to lift 35 pounds, lift and carry 20 pounds, overhead reach 5 pounds, and push/pull 20 pounds. Duties also involve exposure to dust and odors/fumes including strong perfumes.

Within Law Library, duties also include the ability to lower 50 pounds.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within Business and Community Services Department must successfully pass a criminal history check, which may include national or state fingerprint records check.

Employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with state and federal legislation.

Edited: 12/25