

**Palos Verdes Library District
Library Assistant II
Part-Time Peninsula Center Desk Clerk
Job Description**

Last Reviewed: May 2023

Salary Range: 30

PURPOSE

The Library Assistant series performs a range of paraprofessional tasks related to the circulation of library materials to the public and direct service to library patrons at any of the District's locations.

The part-time Peninsula Center Desk Clerk position is the journey-level class in the Library Assistant series. Incumbents primarily perform routine circulation and customer service tasks at the circulation desk, including checking materials in and out, collecting fines and fees, and issuing library cards. Incumbents may also be required to interpret library policies related to the circulation of materials and to resolve patron issues within established policies. Incumbents may also be required to assist with general administrative and customer service duties such as passport processing and interlibrary loan. Appointment to the Library Assistant II class requires a District opening and that the employee demonstrates the ability to perform the full range of duties of the higher class and meet the qualification standards for the higher class.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Perform circulation and service desk duties using the automated circulation control system to check out and check in library materials; collect fines and fees; register new borrowers and update patron accounts and item records as needed.
- Provide a high level of customer service, using independent judgment and tact, while interpreting, applying, and resolving questions regarding library circulation policies and procedures; assist patrons with study room reservations and questions, answer basic questions about library operations and the location of materials and refer patrons to appropriate library staff and departments.
- Answer telephone calls and emails and provide assistance by investigating and resolving disputed patron accounts, answer mid-level reference questions or refer patrons to other library staff as appropriate.
- Assist patrons with the operation of copy machines and provide basic technology and computer help including issuing refunds and performing minor or routine maintenance.
- Ensure work areas, shelving areas, and library premises are clean, safe, and in good working order including ordering supplies and spot-checking items for repair.
- Perform daily opening and closing procedures including clearing the library of patrons at closing, collecting loose books and materials, reconciling the daily cash deposits.
- Provide general clerical support, including preparation and maintenance of lists, data entry or clean-up, search reports, flyers, and other documents, and statistical and data reports.
- Process daily deliveries including receiving, checking, routing and distributing incoming internal and external documents, items, materials and supplies.
- May perform paging duties as needed including counting, sorting and shelving materials, pulling and processing holds, retrieving items from the interior and exterior book drops,

- maintaining the literature racks & bulletin board, and performing shelf maintenance.
- May assist librarians with programming, displays, and outreach.
- Required to work at any PVLD branch when assigned, including working split shifts at different branches.
- Participate in District wide training for new equipment and technology.
- May act as a certified Passport Acceptance Agent; processing passports, including collecting documents and information required by the National Passport Office; performing all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.
- Work on special projects as needed and perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person, and over the telephone.
- Knowledge of standard library practices and procedures and core library operating principles, including confidentiality of customer information, freedom of information, and intellectual freedom.
- Alphabetic and numeric systems.
- Basic arithmetic principles and cash handling.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Basic record keeping & data collection principles and procedures and report preparation.

Ability to:

- Accurately sort and organize library materials using alphabetical or numerical classification systems.
- Retrieve, shelve and relocate library materials.
- Respond to requests and inquiries from the general public.
- Use English effectively to communicate orally and in writing.
- Understand and carry out oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare and maintain accurate and complete records.
- Access, retrieve, enter, and update information using a computer terminal.
- Operate modern office equipment, including computer equipment and copy machines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Respond well to change and be flexible in performing assigned tasks.

Education, License and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and two (2) years outside or one (1) year District experience in shelving books, processing materials, and providing library support.

Physical Demands

Must be able to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification requires continuous movement between work areas and prolonged standing. Must possess the ability to retrieve,

process, and store library materials as well as enter and retrieve data using a computer. Positions in this classification frequently bend, stoop, kneel, and reach, as well as push and pull heavy book carts of up to 100 pounds and to retrieve and store materials. Positions in this classification frequently lift and carry library materials that typically weigh less than 50 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, incumbents may have to visit other branch libraries or perform job duties outdoors and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or patrons in interpreting and enforcing departmental policies and procedures.

Working Conditions

Required to work flexible schedules, including evenings, weekends, and holidays.