GENERAL PURPOSE
Under supervision, performs a variety of routine administrative duties in support of Library circulation, cataloging and periodical functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Library Assistant is the entry-level class in the non-professional library class series. Incumbents perform routine library support services.

Library Assistant is distinguished from Library Technician I in that an incumbent in the latter class is responsible for performing specialized clerical and administrative support duties related to the ordering, purchasing and processing of new and donated books, periodicals and other materials, requiring a greater knowledge of library policies, rules and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides quality customer service to faculty, staff and students at the Circulation or Periodical Desk checking in and out materials, creating and maintaining patron records and answering questions; assists patrons in locating books and materials; explains library policies and procedures to patrons; processes overdue library materials and renewals; sensitizes and de-sensitizes materials; inspects returned materials for damages; checks book drops and drop boxes and sorts and shelves books and special collections; searches shelves for lost or overdue items; contacts patrons regarding damaged and missing library materials; collects fines for late or damaged books; places and removes holds on patron records; responds to and assists in resolving patron disputes; assists with the repair of books and materials; monitors security gate; maintains library lost and found; collects, receives and distributes mail; instructs patrons on the use of library equipment.

2. Performs library opening and closing procedures; turns on and off lights and computers; stamps due date cards; re-stocks supplies; opens and closes study rooms and library front doors; obtains change from ASB bank and assists in counting monies.

3. Receives and circulates requests for inter-library loans, sends and receives books and materials to and from other libraries; places items on hold for patrons and clears hold shelves.
4. Assists with the processing and shelving of library materials; affixes labels and security tape; sensitizes books and materials; stamps, dates and color codes items; maintains adequate space on shelves and in files; straightens, shifts and cleans book stacks.

5. Answers standard questions regarding library services; provides information to library patrons, including operational policies and referral to appropriate library departments; answers and routes phone calls.

6. Prepares and maintains a variety of records, reports and files; collects and records statistical data regarding circulation; creates, updates and deletes item records and reserve lists.

**OTHER DUTIES**

1. May assign and review the work of student workers.

2. Assists other Library staff and sections as required.

**QUALIFICATIONS**

**Knowledge of:**

1. Terminology and basic principles related to paraprofessional work in a community college or public library.

2. Basic public desk etiquette and methods of providing information.

3. Operation of library equipment, systems and support tools, including microfilm/microfiche readers, computer systems and terminals, indices and common reference tools.

4. Automated library information systems and tools.

5. Modern office practices, procedures and equipment.

**Ability to:**

1. Shelve books, periodicals and other materials.

2. Communicate clearly and effectively, orally and in writing.

3. Prepare and maintain basic statistical records.

4. Understand and follow written and oral work instructions.

5. Establish and maintain effective working relationships with District management, staff, faculty, students, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of progressively responsible administrative or clerical experience; or an equivalent combination of training and experience.
Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this class, employees are regularly required to sit and stand; talk and hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stoop, kneel and bend to retrieve library materials. Employees regularly lift up to 25 pounds and push or pull up to 100 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve routine problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with District management, staff, faculty, students, the public and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical library conditions, and the noise level is usually quiet.