

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Library Assistant**

Dept: **Public Services**

Reports to: **Operations Supervisor or  
Operations Manager or varies**

Effective Date: **Revised November 2018**

Job Code Number: **20966**

Grade Number: **8, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Performs operation and circulation duties as assigned. Serves as a first point of referral for material-handling issues. Provides basic assistance to patrons with checking and locating requested materials, programs and services, in person or over the phone. Assists patrons with library accounts. May have additional assignments such as driving Mobile Services' vehicles.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Moves, distributes and assists with processing incoming and outgoing materials manually and using material-handling equipment. Shelves and maintains order of materials.
2. Identifies and resolves material handling issues within the scope of duties.
3. Assists patrons with check-in and check-out, and with locating materials at a branch and within KCLS.
4. Provides directional, basic information and basic technology assistance to patrons.
5. Answers phones and electronic messages and provides requested information to patrons and staff or redirects to appropriate source.
6. Sorts and distributes mail.
7. Registers new patrons. Maintains, manages and handles library accounts.
8. Assists with promotion and display of materials, services and programs.
9. Performs daily cash handling and register functions. Prepares daily deposits and Monthly Revenue Report entries.
10. Orders and maintains office and equipment materials and supplies.
11. Assists with opening, maintaining and closing libraries, including equipment and grounds activities.

When assigned to drive Mobile Services vehicles, incumbents perform the essential duties of the job in library communities and receive pay grade 08L for the worked shift.

Secondary Duties:

1. Assists patrons and staff with scheduling and using facility including meeting rooms.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties, as assigned.

Core Competencies:

### **Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

### **Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

### **Ethics, Values, and Judgment**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

### **Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

### **Approachability**

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

### **Dealing with Ambiguity**

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

### **Teamwork/ Collaborating**

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

### **Composure**

Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- High school diploma or GED equivalent.

- One to two years of work experience, library experience preferred.
- Ability to read, speak, write, and understand English; ability to sort in alphanumeric order and learn the Dewey Decimal System.

### SPECIAL REQUIREMENTS

Successful completion of KCLS driving program and requirements prior to driving assignment.

### PHYSICAL DEMANDS

While performing the duties of this job, up to frequently on feet standing and walking with sitting occasional. Constantly handling, grasping and frequently reaching at waist level, finger manipulation and use of mouse; occasional reaching below waist and bending, squatting and may up to frequent twist at waist. Seldom will crawl. The employee will frequently lift/carry 5 pounds and seldom lift up to 35 pounds and will occasional need to push/pull carts using light force and seldom moderate force.

\*\*If designated LTA/Driver will have additional driving responsibilities which include lifting up to 40 pounds seldom (when on a driving trip outside of library, may at times lift totes of books up to 40 lbs, using hand trucks to move), twist cervical region for driving up to occasionally and occasional use foot controls to operate vehicle.

### WORK ENVIRONMENT

Work is performed in a library environment with some hectic or demanding situations. The position experiences frequent interruptions and maximum flexibility is required. Varied work hours, including weekends and evenings, which may change periodically, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:  
Library Technical Assistant  
Public Service Assistant

The duties listed above 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 the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR