Title: Library Assistant – Institutional Library

Dept.: Youth Service Center

Reports to: Managing Librarian

Job Code Number: 20968

Grade Number: 12, Represented

Effective Date: July 2013

FLSA Status: Non-Exempt

General Position Summary:

Performs operation and material circulation duties. Assists patrons (detainees and facility staff) with information about available materials, equipment and services. Provides readers’ advisory assistance. Performs routine maintenance, upgrades and troubleshooting of the equipment. Reviews returned material, repairs, correctly catalogues and re-shelves it in preparation for re-circulation.

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. Assists patrons with check-in and check-out, and with locating materials at the site.
3. Provides readers’ advisory assistance to patrons.
4. Educates, trains and assists patrons with use of technology, equipment, and library resources. Assists in and periodically conducts library literacy classes.
5. Performs routine maintenance on staff computers and other technical equipment. Reports needs for repair and non-routine maintenance to ITS, as appropriate.
7. Assists with promotion and display of materials, services and programs.
9. Resolves patron complaints and circulation problems, or redirects to appropriate source.

Secondary Duties:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Other related duties as assigned.
Communication:

Contacts are normally made with patrons and KCLS employees. Contacts are frequently initiated by a third party, regularly they are made on the incumbent’s own initiative and occasionally they are made at the supervisor’s request. The position has a requirement to interact with customers frequently and communications are frequently about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for solving problems within own workflow and processes. The position has no formal responsibility for designing new programs/services or concepts, and the job involves a moderate degree of complexity. The position performs duties with little or no direction given and recurring work situations are experienced with occasional variations form the norm. Decisions are made within specific KCLS and the King County Department of Adult and Juvenile Detention policy constraints/guidelines.

Accountability:

The position experiences regular interruptions and some flexibility is required. The position foresees issues associated with own work and identifies future needs for supplies, equipment and resources. The supervisor seldom monitors the incumbent’s work.

Leadership:

The position does not include mentoring responsibility and it is responsible for role modeling and promoting organizational values within the work unit as a representative of the organization in the institution.

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, plus some higher education or vocational training specializing in library related skills.
- Two to four years of experience in a library system that includes customer service with diverse populations and training and experience in computer software installation and maintenance.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.
Necessary Knowledge, Ability and Skills:

- Considerable knowledge of customer service techniques in a wide variety of situations and towards a diverse patron population.
- Knowledge of basic informational and readers’ advisory functions.
- Working knowledge of circulation system.
- Working knowledge of computer hardware and software operation, installation, maintenance and upgrades.
- Computing basic math operations.

Ability to:

- Acquire knowledge of collections, services and materials available at the institution library.
- Acquire knowledge of the assigned jail layout and areas appropriate to access in performing the duties of the position.
- Learn, understand, interpret, explain and apply rules, policies, procedures, and guidelines applicable to the institutional library.
- Effectively work in an environment where the patrons are potentially hostile, unfriendly and possibly dangerous.
- Use judgment, diplomacy and tact to diffuse tension.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Understand inmate requests, locate relevant material within the local institutional library or KCLS and efficiently deliver it.
- Develop and maintain a positive cooperative attitude in very difficult, sometimes personal, situations.
- Operate, install, configure and maintain computer and office equipment.
- Troubleshoot and resolve specific computer problems together with individual users.
- Report equipment problems and coordinate solutions with Information Technology Services.

Skill in:

- Communicating effectively with teen population.
- The use of computer software such as Word and Excel as well as the Internet.
- Interpersonal relations with a widely diverse and difficult prison population and in an environment where library services are sometimes not appreciated or supported by staff at the assigned institution.
- Listening to, understanding and interpreting information received from patrons.
- Developing and maintaining positive relations with institution staff and patrons.

SPECIAL REQUIREMENTS

The King County Department of Adult and Juvenile Detention security clearance and orientation.

PHYSICAL DEMANDS

Specific vision abilities required by this job include close vision and the ability to adjust focus.
The position requires continuous standing, walking, keyboarding, talking, reaching, handling, grasping, hearing, and repetitive motions of hands/wrists to finger, handle, or feel objects, tools, or controls. The employee must occasionally lift and/or move up to 50 pounds, or push/pull carts up to 150 pounds.

WORK ENVIRONMENT

Work is performed in a library setting within the Juvenile Detention Facility. Incumbent may encounter hostile situations involving behavioral issues. Varied work hours, including weekends, which may change periodically are required.

Advancement Possibilities:
Public Service Assistant
Open depending on education, training and experience.

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

Final: 6/11/13