

LIBRARY ASSISTANT

DEFINITION

Performs specialized clerical duties in one or more of the functional areas of acquisition, circulation, periodicals, or cataloging in a library or learning resources center.

TYPICAL DUTIES

- Assists users by physically retrieving print and media materials, explaining library, media, and learning resources center policy and procedures, and directing reference and research questions to the appropriate librarian.
- Performs circulation work by charging, renewing, and receiving library, reserve, and media materials; carrying out library routines for overdue notices, fines, and replacement fees; and other related work such as shelving, shelf-reading, and shifting books and other materials.
- Prepares requisitions for the purchase of library materials, supplies, and equipment; processes invoices for payment; receives and verifies orders; maintains acquisition files.
- Performs clerical work related to the cataloging process such as preparing new acquisitions for use by completing all necessary steps.
- Mends books, periodicals, and other materials and assists with inventory.
- Performs periodicals work such as processing retrieving, charging, renewing and mending periodicals and preparing periodicals for binding.
- Operates library and office equipment and software available through the integrated library system such as the on-line circulation system, microfilm/fiche readers/printers, copiers, computers, printers, scanners, and related equipment.
- Utilizes standard office software applications to prepare routine correspondence concerning library services.
- Performs a variety of general clerical work related to library business such as filing, photocopying, and record keeping.
- Provides customer service such as answering and directing telephone calls, responding to electronic inquiries, assisting on-site users with directions and general information regarding the library, and assisting library patrons in the use of equipment such as copiers, microfilm/fiche readers/printers, computers, printers, scanners, and other related equipment.
- Provides clerical assistance to librarians in orientations, bibliographic instruction, and information competency labs, classes, and/or workshops as needed.
- May provide work direction and training to student employees.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Library Assistant** performs specialized clerical duties which include circulation work; preparing new acquisitions; mailing overdue notices and billing letters; typing of bibliographies, correspondence, purchase orders and requisitions; filing; and operating various library equipment.

A **Library Technician** performs specialized clerical and technical duties in one or more of the functional areas of acquisition, circulation, periodicals, or cataloging in a library or learning resources center.

SUPERVISION

Immediate supervision is received from the Library Department Chair. Functional supervision may be received from a Librarian. Work direction may be received from a Library Technician. May provide work direction and training to student employees.

CLASS QUALIFICATIONS

Knowledge of:

Library terminology

Customer service techniques for public contact in person, on the phone, and in written communications

Clerical practices and procedures

Basic skills such as reading, writing, and arithmetic

Proper business English, punctuation, spelling, and grammatical usage

Letter, memorandum, and report formats

Organization and use of records and files

Capabilities of computer systems, software, and hardware used in a library

Skill in:

Operation of computer and related equipment

Using standard computer software applications

Ability to:

Assist students, faculty, and staff with using materials, computers, and equipment found in a library or learning resources center

Record and organize data neatly and accurately in standard and electronic files

Maintain accurate and detailed files and records

Effectively utilize computer hardware and software in the performance of duties

Work effectively and cooperatively with students, faculty, staff, and the public

Give clear and concise instructions

Use proper spelling, punctuation, and grammar

Communicate effectively with individuals from various ethnic and socio-economic backgrounds

Learn clerical procedures related to the acquisition, cataloging, and classifying of library materials

Learn clerical procedures involved in the circulation of library materials

Learn library classification systems

Learn to operate equipment found in a library or learning resources center

Learn general and specialized software applications common to a library

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or its equivalent.

Experience:

None is required. One year of paid full-time general clerical experience which included use of computer equipment and public contact is desirable.