

Library Assistant 2
Level: 4

Skill

Job Purpose: Provide reference and research assistance to library users involving internal library collections, online catalogs, electronic databases, computers, microfilm copiers and traditional print materials and access to external sources. For Technical Service roles, perform a variety of activities related to acquiring; processing and cataloging materials to ensure Library materials are accessible to patrons. May be required to work night and or weekend shifts.

Characteristic Duties and Responsibilities (Essential functions for this position are on file in the Office of Human Resources for your information):

Discuss information needs with patrons, select and recommend library resources to best match educational and research needs.

Demonstrate use of library resources including how to search the online catalog, electronic databases, card catalogs, traditional print resources and the Internet. Interpret library policy and procedures for patrons and respond to questions in person and on the telephone.

Perform circulation and reserve modules for material check in and out tasks and to facilitate accurate circulation charges.

Accept payments of fines and fees. Encumber student's / staff records for nonpayment of fines per Library policy. Clear records when payment received or issue resolved.

Determine replacement cost for lost materials using online database systems.

Verify, edit and enter information for the online catalog and automated check in and ordering systems.

Resolve problems and complaints related to overdue fines, lost and damaged book fees, circulation and reserve restrictions.

Monitor and assign tasks to student workers

Enter or activate patron's ID card

May perform bibliographic search and verification, catalog items using Library of Congress or OCLC.

May receive new materials, correspond with vendors, process invoices and resolve problems. Communicate with faculty regarding acquisitions and processing library materials.

May assist with reshelving / book search tasks and perform related filing and correspondence duties.

Supplemental Functions:

All incumbents are expected to perform these functions except for those qualifying under the Americans with Disabilities Act for a reasonable accommodation.

These functions may vary by institution.
Incumbents may provide backup to various functions within the unit.
May be required to perform related clerical tasks as assigned
Performs other work as assigned

Direction Received:

Employees work under general supervision. Advice and guidance are available from the supervisor as needed for complex issues or exceptions to policy.

Direction Given:

N/A

Job Specifications:

High School graduate or GED and one year relevant experience.
Two years of college and one year of relevant experience or an equivalent combination of education and relevant experience preferred.

Knowledge, Skills, Abilities, and Worker Characteristics:

Knowledge of the Internet, Library system applications (e.g., Voyager, cataloging, circulation, and reserve modules, online catalog), University systems (SIS, HRS, FRS), electronic databases, etc.
Knowledge of Library policies and procedures
Knowledge of library materials and bibliographic tools
Effective verbal and written communication skills
Effective interpersonal and customer service skills
Effective problem resolution and research skills
Effective supervisory skills

Working Conditions/Physical Demands/Special Conditions:

Specific working conditions, physical demands and special conditions relative to this position are on file in the Office of Human Resources for your information.

Date
5/2004

Skill
4

Evaluation
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The intent of this job description is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position.