

Job Class Profile: **Library Assistant**

Pay Level: **CG-22** **Point Band:** **364-387**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	3	3	2	2	2	1	3	
Points	93	50	19	14	60	43	41	21	32	373

JOB SUMMARY

The Library Assistant is responsible for performing library clerical work in support of various phases of library operations. Responsible for assisting library patrons with general circulation duties including checking materials in and out using automated library systems, registering patrons and responding to information requests. Work also involves maintaining library resources and materials by filing and cataloguing, processing inter-library loans and shelving books, periodicals and other resource material. Work may also involve planning and participating in children's programming and assisting patrons in the use of library computers.

Key and Periodic Activities

- Performs circulation duties including checking library materials (i.e. books, periodicals, audio-visual) in and out; addressing lost or damaged materials; performing inter-library loans; advising and collecting on overdue materials; registering new patrons; updating library patrons records; answering phones and general inquiries.
- Provides services such as instructing patrons on how to use various library systems and equipment including computers; assisting with research and locating resources; contacting patrons regarding overdue and on hold materials.
- Maintains library collection by shelving library materials according to classification system; weeding out old resources and preparing them for disposal.
- Generates various reports and statistics; compiles daily revenue.
- Prepares and participates in various library programs and special events including book clubs and children's programs such as story time, arts and crafts, etc.
- Performs various clerical duties including filing, answering telephones, and incoming and outgoing mail.
- Prepares various seasonal theme displays.

SKILL

Knowledge

General and Specific Knowledge:

- Library systems including Dewey Decimal System, Athena, Horizon Automated Circulation system as well as Microsoft Office applications.
- Library related methods, policies, procedures and guidelines.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: 1-2 years.

Competencies:

- Ability to communicate with the general public.
- Ability to utilize a variety of computer systems.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from the general public about library resources, services and operations; asking questions to gain clarification about information requests; providing information to the general public regarding library operations and services and the promotion of library services. From time to time interpersonal skills are used to deal with angry or upset people and to lead special events for patrons (i.e. Children's programs).
- Communications occur with a range of contacts including employees within the immediate work area as well as customers (i.e. general public) and supervisors. As well there is some communication with students, employees within other libraries and others within the Government of Newfoundland and Labrador as well as some professional associations.
- The most significant contacts would be with the general public (customers), other employees and supervisors.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue or require periods of rest.
- When performing some duties there is a constant requirement for lifting and moving of boxes of books, library materials and mail weighing less than 10 lbs. Occasionally required to move library materials weighing between 10-25 lbs.
- Sitting, standing and walking are required on a regular basis to perform computer work, shelve library resources and move materials throughout the library. Work may involve awkward or cramped positions requiring bending, kneeling and stretching to shelve materials. Occasionally, climbing is required to place materials on shelves.
- Fine finger and precision work is utilized on a constant basis with regard to data entry and use of computer databases. Gross motor skills are utilized on an occasional basis to re-position tables and chairs and boxes of books.

Concentration

- **Visual** concentration is required when using the computer to enter data and retrieve information.
- **Auditory** concentration occurs regularly when listening to requests for information and/or

assistance from the general public.

- **Repetition and alertness** is required on a regular basis when checking library materials in and out of the library as well as shelving library materials systematically. These repetitive tasks require alertness in order for the materials to be filed correctly. **Alertness** is also required on occasional basis to ensure the health and safety of children during children's programming.
- **Interruptions, time pressures and work pace** are regularly affected by requests for assistance from the general public.
- There is a regular need for **exact results and precision** when entering computerized data and checking library materials in and out.

Complexity

- Work tends to include tasks and activities which are similar/related to the skills and knowledge utilized; tasks and activities are usually well defined and may vary but are related to performing library clerical work (i.e. circulation duties, checking library resources in and out, assisting library patrons, and restocking shelves).
- Most work tasks and activities are repetitive and well defined work tasks and are performed within defined and standard work processes.
- Typical challenges/problems and issues are basic in nature and well-defined and can be addressed by following procedures, policies and guidelines. Ideas for solutions to challenges/problems/issues may occasionally be provided through team settings.
- Reference manuals, policies, and guidelines are available and supervisors or head librarian is available for assistance.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed with supervisors available to provide assistance or guidance.
- Some decisions are made without prior approval regarding library operations such as requesting staff to assist with duties on an occasional basis; waiving fines up to a certain amount and daily operation of the library (i.e. can terminate certain privileges if library guidelines or policies are not followed or ask a patron to leave if displaying unacceptable behaviour).
- Approval is required to purchase materials or promotional items for programs or events.
- Some discretion is exercised in maintaining confidential patron information and in determining appropriate stories and activities for special events/programming.

Impact

- Impact is felt within the immediate work area, within the department (i.e. other libraries through processing inter-library loans) and on customers/general public who utilize library resources.
- Work activities impact equipment (i.e. library systems and databases, computers), information (confidential patron information), material resources (books, audio and visual resources), finances (petty cash, overdue fines) and corporate image (related to services offered).
- Problems tend to be identified within the short-term and are resolved quickly.

Development and Leadership of Others

- Not responsible for the direct supervision of staff however occasional advice and guidance is provided to substitute staff, students and volunteers.

WORKING CONDITIONS

Environmental Working Conditions

- Typically does not require any special precautions or safety equipment.
- Work activities have a limited likelihood of injury such as minor cuts or bruises if normal health and safety practices are followed.
- On a regular basis, this class may be exposed to glare from computer monitors; dirt/dust build-up from books and bookshelves; infectious diseases from exposure to the general public and working in awkward or confining spaces when shelving library resource materials.
- Very occasionally may have exposure to unusual or distracting noise, odours (when cleaning bathrooms) and sharp objects.