

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Library Assistant I, Library Assistant II	Job Code: 3001, 3002
Date: October 30, 2017	EEOC Code: PP
FLSA Designation: Non-exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical library services work assisting the public.

CLASSIFICATION STANDARDS: Positions assigned to this classification are responsible to a Library Services Manager and perform all work under close-to-general supervision. The multiple levels of this career series are distinguished by the amount of supervision, knowledge, and skill needed, particularly in the processing of library materials. *Note: Employees are eligible for advancement in the career series as directed by policy.*

ESSENTIAL DUTIES: Give and receive information; check materials in and out; receive and classify materials; handle user accounts; accept and handle cash in conformance with approved procedures; solve problems or refer them to proper authority for resolution; troubleshoot and arrange for repair of equipment; assist public in equipment operation; perform copy and variant cataloging; add and delete items from the library's database; perform data entry; use cataloging and acquisition functions of the library system; perform miscellaneous clerical functions; assist other staff members; perform other related duties as required. Library Assistant II may direct other staff members as assigned.

MINIMUM REQUIREMENTS: High school diploma or its equivalent required at all levels. **Assistant I:** Six (6) months of job-related experience. Library experience preferred. Strong public relations skills desired. **Assistant II:** One (1) year of experience as a Library Assistant I OR 1.5 years of comparable experience (including 20 hours in reference).

License(s)/Certification(s): None.


SELECTION FACTORS: *Knowledge of:* alphabetical and numerical sequence Dewey Decimal System; library system and City policies, procedures, and philosophy; cash handling and cash register procedures; the operations, functions, and terminology common to library work; basic reference sources and techniques; SirsiDynix circulation system; related laws, codes, rules, and regulations governing functions of the position; basic English composition, spelling, and grammar. *Skill in:* using a cash register and office equipment; practicing trust-building behaviors. *Ability to:* operate computer and office equipment; deal with the public in a patient, pleasant, courteous, and calm manner in all circumstances; communicate effectively, both orally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors; quickly and accurately perform work; evaluate programs and procedures; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; perform duties in a manner demonstrating respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computers, printers, and other office equipment such as cash registers, copiers, telephones, fax machine, laminator, book trucks, and dollies, etc.

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PHYSICAL DEMANDS: Lifting and carrying books and pushing book trucks; bending, shifting, rearranging library furniture, including tables and chairs; climbing; standing for long periods.

ENVIRONMENTAL FACTORS: Work in open area subject to constant public contact, telephone calls and frequent noise, but must maintain high level of concentration for patron assistance, online searching, and collection development. May include occasional exposure to obnoxious, rude, or difficult patrons.



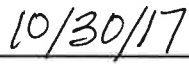
Department Director



Date



Mayor/Chief Administrative Officer



Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.