



City of Pacific Grove
Established Date: 12/18/2013

LIBRARY ASSISTANT, SENIOR

SUMMARY: Under general supervision, provides experienced technical support at the City Library, including responsibility for cataloging and classification of library materials, and overseeing circulation functions.

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs experienced technical, bookkeeping, and administrative duties, using knowledge of library policies and procedures, and experience with library technology systems.
- Oversees the maintenance of specialized purchasing and cataloging databases; catalogs and classifies print and electronic media, compiles data, and assists with preparing reports.
- Processes purchase orders for library materials, recommends purchasing decisions and procedures, maintains vendor files and purchase records, and resolves purchasing issues within scope of authority; tracks purchases and verifies invoices for payment; monitors budget and expenditures.
- Oversees circulation functions, compiles library usage and material circulation data, and generates reports; oversees repairs to library materials and maintains database.
- Provides assistance and customer services in a courteous and respectful manner; assists patrons in finding materials, performing research, and locating reference materials; conducts reference interviews to determine patron needs; demonstrates and explains computerized resources, including Internet searches.
- Supervises assigned staff and evaluates performance; trains and schedules staff, and assigns tasks.
- Responds to and resolves complex and sensitive customer service issues; resolves computer record errors and customer requests within scope of authority.
- Assists and teaches staff and patrons in the use of research tools; teaches basic computer use and Internet search skills; answer questions from other library personnel regarding procedures and guidelines.
- Performs duties of library Assistant as needed to meet workload demands.
- Assists patrons and responds to requests, using knowledge of library policies and procedures.
- Assists with preparation and presentation of library programs and special events; recommends additions to library collection; assists with newsletters and other marketing projects.
- Assists with library security; checks to ensure patrons comply with policies and procedures.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND four years of Public library work experience, preferably in the City of Pacific Grove; OR an equivalent combination of education, training, and experience.

Knowledge of:

- City policies and procedures.
- Policies, rules and regulations governing the conduct and safety of library programs and facilities.
- Library classification, acquisition, and cataloging methods and protocols.
- Techniques and protocols for researching online information.
- Business computers, and specialized software applications for management of library systems.
- Record keeping and file maintenance principles and procedures.

Skill in:

- Maintaining the library cataloging and classification system.
- Supervising staff, delegating tasks and authority, and evaluating staff performance.
- Using initiative and independent judgment within established procedural guidelines.
- Explaining library standards and City policies and procedures.
- Dealing tactfully and courteously with the public.
- Accurately filing and finding library materials in a variety of designated locations.
- Closely following verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a public library and a standard office environment.