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| <p><i>Code: 6101</i> <i>Title: LIBRARY TECHNICAL ASSISTANT</i></p> |
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SUMMARY: Provides services to the public at the circulation desk of the Library

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Occasionally directs helpers, assistants, seasonal employees, interns, volunteers or temporary employees and may temporarily act in a higher capacity;

Checks items in and out, issues and updates library cards, collects fines, issues refunds, processes reserved items and inter-library loans and researches information in customer accounts;

Provides customer service by answering and directing telephone calls, interpreting and relaying policies and procedures, answering questions, resolving complaints, providing assistance with copy machines and other equipment, making reading recommendations, locating materials for patrons and promoting events;

Maintains collections by processing book deliveries and deletions, processing donations, modifying and maintaining databases, searching for missing items, shelving books, cleaning, mending and replacing parts of books and materials, labeling new materials and researching items returned to the wrong library;

Balances cash registers, prepares deposits, orders change and provides cash count information;

Performs related duties by updating bulletin boards, updating web pages, taking inventory, ordering supplies, preparing bills for damaged or missing items, creating schedules, coordinating books by mail service, troubleshooting various machines, serving on committees, processing mail, preparing forms, inspecting fire extinguishers and flashlights, sorting and re-shelving materials, entering information into a computer system, maintaining a lost and found system, selecting books and materials for a particular audience, preparing promotional materials, and communicating with Spanish speaking patrons.

KNOWLEDGE & SKILLS:

Knowledge of:

- the principles, policies, rules and organization of the Library and associated activities;
- techniques of providing customer service;
- basic mathematical calculations and accounting policies and procedures for operating a cash register;
- library materials and resources for making recommendations to patrons;
- the Library database and web site;
- library office machines.

Skill in:

- making mathematical calculations and performing basic accounting duties and operating a cash register;
- performing duties according to Library principles, policies, rules and procedures;
- assessing the needs of the Library patrons and making recommendations;
- entering and retrieving information from the Library database and web site;
- operating and maintaining the library equipment and machinery.

MINIMUM QUALIFICATIONS:

Possession of a High School Diploma or equivalent and one year of experience providing customer service and operating a cash register plus six months of vocational library training or working/volunteering in a library or similar setting.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D Driver's License at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require bi-lingual abilities, in English and a second-language, as

determined by the Appointing Authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

02/14/06(kf/fn/team)