

<p style="text-align: center;">CITY OF BEAVERTON Library Aide - Branch</p>

General Summary

Combines some essential functions of the Library Aide 1, Library Aide 2 and Library Reference Assistant classifications to work at a branch of the library. Provide efficient, professional, customer-oriented service throughout the library.

Key Distinguishing Duty

Perform circulation desk functions, process cataloging records and interlibrary loans.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Perform circulation functions. Check library materials in and out of the library. Register patrons for library cards. Assist patrons with the use of library equipment. Respond to questions and explain policies and procedures.
2. Provide ready-reference assistance to locate materials for the patrons. Perform author/title simple subject searches and reserve items for public. Refer difficult questions to librarian.
3. Shelve library books and materials in numerical or alphabetical order following established library procedures.
4. Assist or provide programs and presentations such as story times and tours.
5. Maintain statistical records and data. Distribute information to the public, staff members and librarians. Maintain public bulletin boards.
6. Perform routine typing and data entry. Make copies, maintain files, and answer and route telephone calls.
7. Process unclaimed holds according to established procedures; troubleshoot as necessary
8. Assess, collect, and tally damage and late fees. Use judgment to reduce or eliminate charges as appropriate. Reconcile cash.
9. Handle and process interlibrary loans according to established procedures.

10. Support the Library volunteer program. Assist with volunteer training, coaching, and directing as needed.
11. Participate in department/division/section operational processes including procedure development and implementation.
12. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
13. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
14. Serve as a model for accomplishing the City's vision and goals. Model and promote an environment that supports the highest quality results.
15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Produce an acceptable quantity and quality of work that is completed within established timelines.
19. Support and respect diversity in the workplace.

Other Functions

1. Assist with various presentations or displays.
2. Troubleshoot equipment. May train others.
3. Serve on or provide support to a variety of committees, tasks forces and advisory groups as assigned.
4. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of library classification systems and databases.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Working knowledge physical layout of library branch.

Skills/Abilities Required

- ◆ Advanced ability to file accurately.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to use a keyboard and word-processing & spreadsheet programs, the Internet or other application software as required for position.
- ◆ Strong ability to use library equipment including typewriter, adding machine, copier, microfiche/microfilm readers and printers.
- ◆ Strong ability to search bibliographic databases and identify appropriate records.

Minimum Qualifications Required for Entry

High School diploma or GED with experience working with the public and exposure to clerical work or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. Some positions in the classifications are required to speak, read and write a second language proficiently.

Licensing/Special Requirements

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Daily focus on a computer screen; daily use of a keyboard or similar device; precise control of fingers and hand movements; occasional dealing with distraught or difficult individuals; daily crouching, crawling, kneeling, lifting, stooping, bending, reaching and standing for 30 minutes at a time; lifting, moving or carrying objects between 20 and 50 pounds; use step stool to reach high shelves; regular evening, weekend and holiday work; occasional operation of a motor vehicle on public roads.

Classification History

New Classification: October 2009

Status: SEIU
FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date