

MULTISERVICE ASSISTANT

(Range 111)

DEFINITION

Performs a variety of paraprofessional public service work in support of the Adult Services Department at a district library.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant Branch Manager or the assigned Department Head.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Provides reference, readers advisory, and periodicals services to patrons and Library District staff by searching files, references shelves, and automated library systems to locate requested information or materials.
2. Assists patrons in the selection and location of the Adult Reference collection, the circulating collection, periodicals, and other library materials using Library of Congress Classifications and provides in-depth instruction in the use of public library equipment, i.e., computers, catalog terminals, and on-line services.
3. Checks in new materials, provides bibliographic maintenance on collection, and shelves and finds such in appropriate departments.
4. Maintains knowledge of adult reference and reader services, the circulating collection, and periodicals.
5. Ensures continuing physical maintenance and proper location of books, periodicals, and other library materials relevant to the Adult Services Department.
6. Maintains compliance with Library District, branch, and department policies and procedures and explains policies and procedures to patrons and staff.
7. Interacts extensively over the telephone, and in person with patrons, district-wide staff and management, outside agencies, and other libraries.
8. Provides information about district-wide activities, facilities, and services.
9. Utilizes personal computers, automated library systems, the Internet, and on-line tools and resources.
10. Operates library and office equipment including, but not limited to: copy machine, telephone, and facsimile machine.
11. Attends or conducts miscellaneous meetings and training sessions at meeting sites throughout the district.

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12. Maintains a safe environment for both staff and patrons.
13. Maintains and files records and reports appropriate to the department.
14. Orders and processes acquisitions of various materials appropriate to a department, i.e., office supplies, books, and periodicals.
15. Exercises limited decision making skills.
16. Schedules public use of equipment when appropriate to the department.
17. Performs basic maintenance or repair on library equipment.

Marginal Functions:

1. Participates in committee work when needed.
2. Assists in other departments as needed.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Basic public library principles, practices, and techniques.
2. Current literature, trends, and developments especially those pertaining to adult reference, reader advisory, and periodicals services.
3. The Library of Congress Classification System.
4. Basic research techniques.
5. Sources and availability of current information.
6. Automated library systems, on-line tools and resources, and the Internet.
7. Library District, branch, and department policies and procedures.
8. Library District terminology and functions.
9. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Serve customers with patience, tact, and courtesy.
2. Establish and maintain effective working relationships with those contacted during the course of work.
3. Exercise good judgment and make sound decisions.

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4. Work quickly and accurately.
5. Work both independently and as part of a team.
6. Accept and manage change and maintain flexibility.
7. Understand and follow oral and written instructions.
8. Communicate clearly and concisely, both orally and in writing.
9. Maintain the mental capacity for effective interaction and communication with others.
10. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
11. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. The use of personal computers and associated software.
2. The use of automated library systems.
3. The use of library and general office equipment.

Training and Experience:

Bachelor's Degree required. Computer experience required; and library or public contact experience required.

Physical Requirements:

Essential and marginal functions may require maintaining physical condition necessary for standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds) and lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time.
Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

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Tasks are performed with infrequent exposure to adverse environmental conditions.

DEVELOPED: JULY 1, 1995

**REVISED: APRIL 10, 1998
 JULY 8, 1998
 SEPTEMBER 17, 2001
 MAY 27, 2003
 MARCH 12, 2018**