

JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT (LVCCLD)

JOB TITLE: Multiservice Assistant

EXEMPTION STATUS: Non-Exempt

JOB CATEGORY: Professionals

BARGAINING UNIT: Non-Supervisor

GENERAL SUMMARY:

Under general supervision from the Assistant Branch Manager or the assigned Department Head, the Multiservice Assistant performs a variety of technical and paraprofessional public service work in support of all applicable departments within the assigned branch of the Library District, including but not limited to: Adult services, Youth Services, Circulation, and Computer Lab.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Provides reference, reader's advisory, and other library services to children, young adult, adult patrons and Library District staff by searching files, references shelves, and automated library systems to locate requested information or materials.
2. Provides public service at the Circulation Desk to include checking library materials in and out, maintaining patron accounts in the collection of fines and fees, and registering and issuing patron cards.
3. Assists patrons in the selection and location of 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.
4. Checks in new materials, provides bibliographic maintenance on collection, and shelves and finds such in appropriate departments.
5. Maintains knowledge of reference and reader services, the circulating collection, and periodicals.
6. Prepares, conducts, and/or assists with programs for patrons of all ages.
7. Ensures continuing physical maintenance and proper location of books, periodicals, and other library materials.
8. Schedules patron use of computer lab equipment in accordance with established Library District policies and procedures.
9. Provides staff and patrons with assistance in the use of computers, peripheral equipment, software, and applications.
10. Utilizes software applications associated with computer lab equipment, as well as providing help with the Internet and e-mail for patrons and staff.
11. Provides basic telephone support for software and peripheral equipment inquiries.

12. Performs record keeping tasks in documenting computer lab statistics, equipment repair, the sales of supplies, and software issues.
13. Learns efficient use of new equipment and software introduced to the Library District.
14. Assists patrons with questions regarding overdue notices.
15. Performs routine shelf checks and claims returns.
16. Counts money for cash register and balances cash drawer at the end of the assigned shift.
17. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer Service
- Public Service Ethics
- Automated library systems
- Library of Congress Classifications System

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- **EDUCATION:**

Required: Bachelor's Degree

Preferred: NA

- **EXPERIENCE:**

Required: Computer experience required; and library or public contact experience.

Preferred: NA

- **Physical Requirements:**

Essential and marginal functions may require 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:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of basic public library principles, practices, and techniques.
- Knowledge of current literature, trends, and developments especially those pertaining to adult reference, reader advisory, and periodicals services.
- Knowledge of the Library of Congress Classification System.
- Knowledge of basic research techniques.
- Knowledge of sources and availability of current information.
- Knowledge of automated library systems, on-line tools and resources, and the Internet.
- Ability to communicate clearly and concisely, both orally and in writing.
- Skilled in the use of general office equipment, personal computers and associated software, and automated library information systems equipment.

DEVELOPED: JULY 1, 1995

**REVISED: APRIL 10, 1998
 JULY 8, 1998
 SEPTEMBER 17, 2001
 MAY 27, 2003
 MARCH 12, 2018
 NOVEMBER 20, 2023**