City of Benson
City Council Communication

Regular Meeting **April 28, 2014**

To: Mayor and Council Agenda Item # 7

From: William D. Stephens, City Manager

Subject:

Discussion and possible action on a request to fill the Full-Time Library Assistant position at the Benson City Library

Discussion:

The Benson Public Library is looking to fill the position of a full-time permanent Library Assistant. This position will be vacant due to the resignation of an employee.

Attached is the current job description.

Staff Recommendation:

Approval to fill the Full-Time Library Assistant position at the Benson City Library

Job Description

TITLE:	**Library Assistant**	**JOB CODE:**	154
DEPARTMENT:	Administration	**FLSA:**	Non-Exempt
PREPARED:	November 2004	**UPDATED:**	7/6/11

Summary: Under general supervision, provides information and customer service to patrons of the library; explains and promotes library services; processes materials, coordinates services; and assists patrons.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Works at circulation desk; directs patrons to information sources; answers telephone and directs calls to appropriate person; handles complaints and answers a variety of questions;
- Maintains item records in the computer catalogue; evaluates materials for collection management and proper location; processes materials to make them available to the public.
- Provides basic reference assistance to patrons; locates available information for patrons and answers basic reference telephone questions; assists patrons in identifying appropriate sources for requested information.
- Processes a variety of materials for patrons; issues new and replaces lost library cards; assists patrons with the card catalog; checks books in and out.
- Maintains and updates the overdue program; notifies patrons of overdue books and materials; contacts patrons and reminds them of due dates; collects money for overdue fines.
- Teaches patrons effective use of library materials and equipment.
- Makes referrals when materials or information is not available.
- Maintains a comfortable environment for patrons; ensures order and general safety in library.
- Performs maintenance duties such as straightening furniture and materials, shelving materials, weeding and straightening stacks, filing materials and straightening displays.
- Trains, guides and evaluates the work of new staff and volunteers.
- Oversees the work of volunteers.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of City and library operations, policies and procedures governing assigned work.
- Knowledge of library collections including books, periodicals and electronic resources.
- Knowledge of basic library reference approaches and resources.
- Knowledge of library classification methods and techniques.
- Knowledge of research methodologies including Internet resources.
- Knowledge of computers and related equipment, hardware and software.
- Skill in using logical thinking and personal judgment to perform tasks.

- Skill in organizing and prioritizing own work and the work of volunteers.
- Skill in dealing tactfully and effectively with library patrons and staff members.
- Skill in establishing and maintaining effective working relationships with co-workers and library patrons.
- Skill in communicating effectively, both orally and in writing.
- Skill in providing customer service to library patrons.
- Skill in operating and assisting others in operating computers and other technical equipment.

Education and Experience

- High School diploma or GED, and one (1) year related of experience and/or training.
- Training in the use of the computer and in basic office skills.
- Must have a valid State of Arizona Driver's license.

Environmental Factors and Conditions/Physical Requirements:

- Work schedule includes Saturdays and evenings.
- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of books, documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving books, files and records.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____