

City and Borough Sitka, Alaska

Class Specification

Class Title	Senior Library Assistant (Technical Services)
Class Code Number	3020
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Communicates and collaborates with and assists the Library Technical Services Manager; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide technical and administrative support to the Library Technical Services Manager in the deliverance of Library services. The work is performed under the direct supervision of the Library Technical Services Manager but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Library as required or as assigned by supervisory personnel. In the absence of the Library Technical Services Manager, an employee in this class temporarily assumes full responsibility for duties of this position. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, members of the Library Consortium, outside vendors and the public. The principal duties of this class are performed in a public Library environment. An employee in this class may perform any one or more or any additional duties as assigned.

Examples of Essential Work (Illustrative Only)

- Monitoring, administering, and maintaining the central computer, equipment, and database consortium for the Libraries within the City and Borough of Sitka;
- Providing on-site system support through troubleshooting technical services and performing on-call system maintenance and repairs as needed;
- Providing needed information and demonstrations concerning how to perform certain work tasks to all city and school library employees as needed;
- Developing standard policies and procedures in coordination with all library staff within the consortium;
- Composing, producing and distributing documentation, reference manuals, training materials, memos and directives in the use of the consortium system;
- Implementing selected software programs within the Library, assisting with the customization of packages as necessary to fit Library needs, and the training of Library personnel in their maximum use;
- Maintaining accurate records for all consortium libraries in the Sitka Library Network bibliographic and patron databases, and the OCLC international database including bibliographic control, MARC record

- selection and importation, classification maintenance, additions and deletions;
- Providing cataloging and circulation system support through answering staff questions and troubleshooting software problems;
- Oversees circulation procedures and activities of Library Assistants, Library Pages and volunteers;
- Providing supervision and training to library staff on maintaining the quality of library materials through mending, new acquisition processing, and assessment of damaged materials for replacement or repairs;
- Maintains technical equipment for VHS, CD and DVD evaluation, repair, and Resurfacing;
- Maintains inventory of all supplies needed for repairs and new item processing and prepares cost effective supply orders to keep needed supplies on hand;
- Assists in preparing all new library materials for circulation in a timely manner, including additional, complex cataloging steps when the Technical Services Manager is absent;
- Greets all Library patrons and members of the public in a courteous and professional manner;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Thorough knowledge of standard library practices and procedures;
- Thorough knowledge of equipment used in library operations, including microfilm, microfiche, video and related communications equipment, CD Rom, Library computer systems and Internet services;
- Ability to ascertain the needs of Library patrons and direct them to the needed resource within the Library or contact outside services to ensure all available information is obtainable to the patron;
- Ability in basic math computations and alphabetic filing systems;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED, preferably supplemented by an Bachelor's Degree or equivalent in a related field; and
- Considerable experience using basic research techniques, library sciences or other related fields; or

- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
 - Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to read books and patron requests;
 - Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to type and record library files;
 - Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to reshelve library materials.
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