

City and Borough Sitka, Alaska

Class Specification

Class Title	Senior Library Assistant (Electronic Outreach)
Class Code Number	3025
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	January 2014

General Statement of Duties

Serves as an immediate contact point for Library patrons and provides staff support in the use of library services; leads library electronic outreach program; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide information to the public on electronic Library services and perform special projects in support of Library activities. This employee develops and implements innovative online content in support of library outreach and under general direction, coordinates selection, licensing, and implementation of electronic resources. This employee takes a lead role to plan, develop, and implement educational and outreach programs for staff and public about electronic resources and other library services; evaluates program outcomes and other related Library projects. The work is performed under the direct supervision of the Library Director 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 City and Borough Library as required or as assigned by supervisory personnel. 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, 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)

ELECTRONIC SERVICES

- **Oversees Library interlibrary loan services**
 - Explores all possible information sources for patrons, including all materials within the library consortium of Sitka, other contributing libraries in the inter-library loan program and other related sources as necessary
 - Assesses, orders and processes requests from patrons and networked institutions through inter-library loans

- Processes overdue notices and assesses delinquent patron accounts
- **Coordinates the selection, licensing, and implementation of juvenile and adult electronic resources.**
 - Identifies new resources, sets up trials and involves staff in evaluation process. Evaluates content, electronic interface and functionality. Coordinates purchases of electronic resources with that of paper formats
 - Recommends purchase of databases and programs. Keeps current with new versions. Coordinates between vendors and library technical staff to establish authentication protocols for remote access
 - Assists staff and patrons with authentication issues.
 - Maintains record of licensing agreements. Monitors use, collects and reports statistics.
 - Instructs staff and public in use of resources purchased. Plans and presents public seminars in electronic resources use.
- **Participates in technology planning for the library**
 - Develops long-term strategic plans for the implementation of new technology and the support of existing technology in cooperation and consultation with library technology team and Library Director
- **Manages application and reporting for federal telecommunications subsidies under the “Erate” program;**
 - Keeps up with changes in program requirements. Complies with all application and reporting requirements. Maintains detailed records of subsidized library telecommunications installations. Answers inquiries from program auditors.
- **Participates in planning and implementation of cooperative electronic resource sharing projects with a variety of libraries from local, state and national jurisdictions such as Overdrive Media**

PROGRAM COORDINATION AND COMMUNITY OUTREACH

- **Works with juvenile and adult program planners to develop educational and outreach programs particularly related to technology use and technology resources.**
 - Presents seminars and programs for staff and public on effective use of library resources
 - Takes lead in developing strategic plans for future public training, programming, and marketing needs
 - Cooperates with library staff, community groups and library support groups to develop and implement programs that enhance and support the library’s role as a door to lifelong learning
 - Evaluates emerging online technologies, such as social web media, and adapts and implements these for use by the library.
 - Coordinates web content contributions of library staff
Develops and coordinates lending program for electronic devices as adopted by technology team
 - Coordinates and promotes use of videoconference network.
 - Conducts community analyses and surveys to determine specific program needs.
 - Writes and distributes press releases.
 - Develops recognition programs for volunteers and contributors.
 - Tracks outcomes of programs through surveys, standard measures and benchmark comparisons.
 - Prepares written reports evaluating program activities and progress toward goals.
- **May seek additional grant opportunities for library projects**
 - Researches grant opportunities; develops and writes grant proposals

PUBLIC SERVICE

- Works regular and/or relief shifts on all public service desks. Operates online circulation system to include check materials in and out, adjusting patron accounts and registering new users. Interview patrons and answers reference questions of all levels of difficulty. Able to fulfill all 'desk duty' services as outlined in procedures handbook.
- Resolves problem situations which involve complaints or inappropriate conduct according to library guidelines.

Required Knowledge, Skills and Abilities

- Thorough knowledge of standard library practices and procedures;
- Thorough knowledge of equipment used in library operations, including computers (to include desktop, laptop, notepads, ereaders) videoconferencing equipment, 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;
- Creativity, integrity and inventiveness in the performance of assigned tasks.
- 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 computers using standard or customized software applications appropriate to assigned tasks;
- Ability to develop and deliver instruction related to use of electronic library resources, hardware, software and online.
- 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;
- Ability in basic math computations and alphabetic filing systems;

Acceptable Experience and Training

- Graduation from high school or possession of a GED, preferably supplemented by an Bachelor's Degree and MLS 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.
- • • END • • •