

Sacramento Public Library Authority

Agenda Item 8.0: Position Description Revision: Library Services Assistant

TO: Sacramento Public Library Authority Board Members

FROM: Rivkah K. Sass, Library Director

RE: Position Description Revision: Library Services Assistant

RECOMMENDED ACTION(S):

Adopt Resolution 11-02, A Resolution Approving the Revised Position Description for Library Services Assistant.

REASON FOR RECOMMENDATION

Upon a review of current position descriptions for Library classifications, staff found that many need to be updated to more accurately reflect the essential duties, core competencies, required knowledge, skills and abilities, as well as the physical demands of each position.

The Library Services Assistant is a physically demanding position; however, the physical requirements listed in the position description were vague and somewhat confusing.

In order to provide the most accurate information, a Job Analysis was completed in late Fall 2010 to determine the extent of the physical demands of a Library Services Assistant. As a result, the Physical and Environmental Requirements and Conditions have been clearly defined in this revision and include the percentage of time spent standing, walking, and bending; reaching, stooping, squatting pushing, pulling, and lifting, including the potential weight maximums for each physical activity.

Determining and defining the physical requirements of the position will assist the Library in making employment decisions such as reviewing ADA accommodations when hiring candidates, as well as being able to better distinguish between work-related and non work-related incidences.

Staff is therefore recommending approval of the revised position description for Library Services Assistant (Exhibit A).

ATTACHMENT(S)

Resolution 11-02, A Resolution Approving the Revised Position Description for Library Services Assistant.

Exhibit A: Position Description - Library Services Assistant (Jan 2011)



Sacramento Public Library Authority

RESOLUTION NO. 11-02

Adopted by the Governing Board of the Sacramento Public Library Authority on the date of:

January 27, 2011

A RESOLUTION APPROVING THE REVISED POSITION DESCRIPTION FOR LIBRARY SERVICES ASSISTANT

BE IT HEREBY RESOLVED BY THE GOVERNING BOARD OF THE SACRAMENTO PUBLIC LIBRARY AUTHORITY AS FOLLOWS:

1. The revised Position Description for Library Services Assistant as described in Exhibit A is approved.

į	Roberta MacGlashan, Chair
ATTEST:	
Rivkah K. Sass, Secretary	
By:	<u></u> y
Exhibit A: Position Description - Library S	ervices Assistant (Jan 2011)

REVISED

Sacramento Public Library POSITION CLASSIFICATION

Library Services Assistant

Grade: 2

FLSA Status: Non-Exempt Designation: Represented

Department: Central, Branches, Collection Services

Date: 01/2011

Job Summary: Individuals in this classification provide effective customer service in a variety of settings that generally include extensive contact with the public. Work may include but is not limited to the circulation of library materials, assisting library customers in using library materials and services, answering basic information questions, supporting the acquisition and processing of library materials, and other related duties as assigned.

Essential Functions:

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- 1. Provide effective customer service to external and internal users;
- 2. Provide clerical and technical support to the operations of the organization to ensure timely delivery of information and materials to library users;
- 3. Assist external and internal customers, in person, over the telephone, or through electronic communication in using the library, materials and equipment;
- 4. Resolve customer issues within established policies and procedures with appropriate supervision and approval;
- 5. Receive and process cash, check and credit/debit card payments of fines and fees within established policies and procedures with appropriate supervision and approval;
- 6. May assist with and perform library branch opening and closing duties;
- 7. May prepare, maintain and provide statistics and reports:
- 8. May assist in training other library services assistants, shelvers, and volunteers;
- 9. May attend meetings and participate in various team activities throughout the system;
- 10. Act as a representative of Sacramento Public Library to the public;
- 11. Establish and maintain positive relationships with staff, patrons, other libraries, agencies and organizations, or vendors as may be necessary to provide and receive information, present programs, or resolve situations or problems;
- 12. Perform other related duties as assigned.

Sacramento Public Library Core Competencies:

All employees of Sacramento Public Library will be evaluated on the following competencies:

- Accountability
- Communication
- Customer Service Focus
- Respect for Others

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

Knowledge of:

- 1. Effective customer service techniques in a wide variety of situations with a diverse customer population;
- 2. Effective English communication and usage; spelling, grammar, and punctuation; basic alphabetical and numeric filing methods; and basic mathematical principles;
- 3. Principles and procedures of record keeping;
- 4. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and/or other software necessary to perform job duties;

Ability to:

- 1. Attend on a regular and punctual basis;
- 2. Adapt to a rapidly changing environment and learn new skills;
- 3. Learn, understand, interpret and apply Sacramento Public Library's policies and procedures;
- 4. Master all procedures related to assigned work area;
- 5. Prioritize and multitask;
- 6. Maintain a pleasant and productive working atmosphere; maintain composure and work effectively even when under pressure;
- 7. Work courteously with customers in person or on the telephone, including with difficult or irate people;
- 8. Communicate effectively and respectfully with other staff and members of the public;
- 9. Take an active role in problem solving; communicate information to supervisors and coworkers in a timely fashion to address issues and problems as they arise;
- 10. Understand the customer's needs and deliver services by focusing on the customer;
- 11. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
- 12. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner; and
- 13. Possess attention to detail and demonstrate effective and efficient follow through on assigned tasks;
- 14. Work a flexible schedule including evening and weekend shifts as assigned.

Skill in:

- 1. Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance;
- 2. Basic search and retrieval of information using a variety of technologies.

Education and Experience:

- High school diploma or G.E.D.;
- 2. Six months experience in a high volume customer service position preferred.

Physical and Environmental Requirements and Conditions:

Ability to stand, walk, carry, and bend from 76 to 100% of the time;

Ability to reach, stoop, squat, crouch and push carts and bins from 51 to 75% of the time;

Ability to climb, balance, kneel, pull and sit from 25 to 50% of the time;

Ability to work at waist level, between waist and shoulder level and above shoulder level from 34 to 66% of the time:

Ability to lift and carry bins and boxes of library materials weighing up to 50 pounds 33% of the time, 20 pounds from 34 to 66% of the time and 10 pounds from 67 to 100 of the time.;

Ability to push/pull and maneuver book carts weighing up to 200 pounds 100% of the time;

This position requires repetitive motion of hands/wrists up to 100% of the time;

Must be able to manipulate small materials including labels, and general office tools;

Specific vision abilities for this job include close vision and the ability to adjust focus;

Work environment involves everyday risks or discomforts that require normal safety precautions typical of a library or workroom setting;

Follow all safe work place policies and procedures with regard to office equipment, accident prevention and observance of fire and building safety regulations;

Possible exposure to angry or hostile individuals and to personally offensive library materials.

Must be able to transport oneself to assigned work location in a timely manner.

The above job description is not intended, nor should it be construed to be exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.