**Pittsburg State University**

**Job Description**

**Library Assistant (G0N118)**

**FLSA Status:** Non-Exempt  
**Grade: 004 Hourly Staff**

**Job Family:** Library & Museum Services

**Career Ladder: Library 1**

**Updated: 03/18/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received and Interactions.**

*The information in this section provides a brief overview of the job. Additional information may be added in the Position Description.*

**Primary Function:** The primary function of the Library Assistant job is to provide general and administrative support for faculty, students, staff, and community patrons utilizing a University library. Performs clerical tasks, provides research assistance, and implements administrative policies and procedures. Library Assistants provide initial support for patrons, assisting them with searches, inter-library loans, and the processing of library materials. Supports educational, research, and operational functions, including inventory, requisitions, circulation, reserves and the reference desk.

**Supervision and Instruction Received:** Positions assigned to the Library Assistant job typically report to the director of the department or other appropriate administrator. Instruction received is under general supervisor. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments. The employee uses initiative in carrying out a variety of recurring duties within established policy guidelines. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

**Interactions (purpose, with whom, frequency):** The Library Assistant may interact with students, faculty and community members to assist them with educational and research tasks. Library Assistants also work with library staff to help complete general tasks that support the library’s daily operations.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Perform circulation functions in order to accurately process library materials. Check out materials to patrons, renew materials, and process materials returned to the library.
2. Process new materials including books, periodicals, audio-visual materials, and computer software.
3. Fulfill reserve requests by placing materials in reserve for patrons and checking them out appropriately.
4. Assist faculty, staff, students, and other patrons with locating reference materials and other library resources.
5. Maintain the organization of library resources. Sort books, publications, and other items according to established procedure and return them to shelves, files, or other designated storage areas.
6. Perform all necessary tasks required to process interlibrary loans. Lend, reserve, and collect books, periodicals, videotapes, and other materials at circulation desks and process materials for inter-library loans.
7. Work with vendors and publishers to ensure the delivery of subscriptions and resolve discrepancies as they arise.
8. Reconcile invoices by accurately processing incoming materials and locating overdue and missing items.
9. Prepare bindery shipments and coordinate loading and delivery.
10. Perform general administrative and clerical tasks that support the library’s daily operations, including filing, answering phones, processing mail, recording meeting minutes, and distributing information.
11. Hire, schedule, train and supervise volunteers and student assistants. Train other library staff as needed.
12. Locate library materials for patrons, including books, periodicals, tape cassettes, Braille volumes, and pictures.
13. Enter and update patrons' records on computers.
14. Register new patrons and issue borrower identification cards that permit patrons to borrow books and other materials.
15. Answer routine inquiries and refer patrons in need of professional assistance to librarians.
16. Instruct patrons on how to use reference sources, card catalogs, and automated information systems.
17. Inspect returned books for condition and due-date status and compute any applicable fines.
18. Send out notices and accept fine payments for lost or overdue books.
19. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

|  |  |
| --- | --- |
|  | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Addition education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent.
* One year of related experience. Education may be substituted for experience as determined by the university.

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s)**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

1. **Knowledge**

* **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Student Recruitment and Retention** – Knowledge of principles of student recruitment and retention.
* **Student Support Services** - Knowledge of enrollment management, financial assistance, admissions, registrar & housing operations and functions.

1. **Skills**

* **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Coordination** – Adjusting actions in relation to others’ actions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Monitoring** – Monitoring/Assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
* **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
* **Speaking** — Talking to others to convey information effectively.
* **Time Management** — Managing one's own time and the time of others.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

1. **Abilities**

* **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Deductive Reasoning** The ability to apply general rules to specific problems to produce answers that make sense.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Inductive Reasoning** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
* **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Problem Sensitivity** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

1. **Work Activity**

* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
* **Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Performing Administrative Activities** – Performing day-to-day administrative tasks such as maintaining files and processing paperwork.
* **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office and library conditions.
* May be exposed to moderate noise levels.

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* Office Equipment, such as printers, copiers, fax machines, and calculators.
* Communication Equipment, such as smartphones and multi-line telephones
* Computers and Peripherals, such as computers, scanners and related software.

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

None

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* Direct supervision of student workers.
* May be required to work evenings and weekends with some travel.
* Regular attendance is a necessary and essential function
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record

*\\files1\DEPARTMENTS\BUD\HRS\CCP - Comp & Class\CBIZ - Historical Docs\Job Descriptions\Final-Webpage Version\Library Assistant (G0N118).docx*