



City of Phoenix

LIBRARY ASSISTANT

JOB CODE 30200

Effective Date: 11/10

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide highly skilled reference service either directly for library users or in service support areas in the Central Library or a branch. Work requires the application of basic professional knowledge and techniques of library science to a variety of assignments, including descriptive cataloging, acquisition of library materials, response to information requests from library users, and teaching or presenting specialized classes or programs. Employees work independently under the general supervision of a Librarian or Branch Manager.

ESSENTIAL FUNCTIONS:

- Retrieves information from computer resources and written documents in order to help library users find books and information;
- Answers questions and provides service for routine reference requests via telephone, in person and through digital technologies;
- Assists and trains library users in the use of the library website, online information databases, and other computer applications;
- Explains City of Phoenix and Phoenix Public Library services and policies completely and accurately by telephone, in writing and in person;
- Plans and presents library programming to diverse audiences including teaching or assisting in computer classes, children's story times, teen programming, and library tours;
- Performs specialized computer operations in a timely, accurate manner as a computer services liaison;
- Trains staff and volunteers;
- May act as Librarian-In-Charge in the absence of a Librarian;
- Refers complex reference questions to the appropriate Librarian;
- Reads computer cataloging information from a screen, reconciles information with material being cataloged or acquired in the library, and makes necessary changes to the information when assigned to the Bibliographic Service or Bibliographic Enhancement Unit;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.



City of Phoenix

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of customer service.
- Basic library reference resources.
- Library numerical and alphabetical filing systems.
- Principles, practices, methods, and materials of public libraries.

Ability to:

- Conduct effective reference interviews with library users.
- Communicate well and work in a team environment.
- Work with customers of all age levels.
- Display initiative, flexibility and receptiveness to ideas, changes and responsibilities.
- Work cooperatively with other City employees and the general public.
- Operate library computer systems and various computer software programs such as MS Office.
- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Work safely without presenting a direct threat to self or others.
- Work effectively under stress.
- Work on several projects to meet deadlines by working independently or in a group setting.
- Comprehends, uses, and applies current technology in a public library setting.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Comprehend and make inferences from written material.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:



City of Phoenix

Bachelor's degree in a program that imparts a broad liberal education. Other combinations of experience and education that meet the minimum requirements may be substituted.