

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: LIBRARY ASSISTANT II**  
**DEPARTMENT: PUBLIC LIBRARY**  
**REPORTS TO: VARIOUS**

**JOB CODE: 4021**  
**DATE: 02/08**

**JOB SUMMARY:**

Assists patrons with library services at the circulation desk and/or performs work in technical services. At circulation desk checks books in and out; collects and records overdue fines; categorizes and returns books to trucks. In technical services orders and receives library materials; performs catalog maintenance, creates item records; checks in periodicals; processes interlibrary loan requests. Assists in collecting statistics on library services. Maintains manual or online files, including online catalog.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Circulation Services:

Assists patrons with checking books in and out; verifies the information concerning material being checked out and returned.

Registers patrons for library cards; verifies identification of patron, including their name, address, zip code, etc. Maintains patron records and observes patron confidentiality.

Provides information and answers questions for patrons by telephone and in person; explains library policies and procedures as requested; aids patrons in using facilities and services.

Receives and records overdue fines; operates a cash register to receive money and provide receipts.

Performs or assists with opening and closing of the library as requested.

Maintains reserved book listings and notifies patrons of arrival and availability of reserved books.

Operates computer to generate e-mail notification for reserve and overdue notices.

Technical Services:

Types orders for selectors into acquisitions module; determines vendor and places orders through online sources; receives and verifies shipments; processes bills for payments; tracks outstanding orders to follow up with vendors.

Maintains fund accounting in library automation system.

Searches for bibliographic records on state and national databases and imports to library online catalog. Edits records and creates item records; assigns barcode and creates labels. Identifies and expedites processing for reserved items.

Operates computer to edit location and/or status information of materials.

Processes interlibrary loan requests for library patrons. Searches locations through state and national databases; places requests; maintains online records, prepares item for temporary circulation; prepares items for return delivery; identifies and follows through with overdue items.

Processes interlibrary loan requests from other libraries: Determine availability; locate and process for delivery; maintains online records.

Performs daily maintenance of periodical collection: Creates online check-in cards; completes online check-in receipt of issues; creates item record and assigns barcode; identifies missing issues and subscription problems; makes claims to vendors.

Sorts and distributes incoming mail.

Assists with the processing of employee payroll.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
Handheld Calculator

Copier  
Telephone

Cash Register

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school degree or equivalent and six months of clerical experience; or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

None.

**KNOWLEDGE, SKILLS, AND ABILITIES:** (Depending on area of assignment)

**Knowledge of:**

General office procedures, including computer usage and applications.

Basic mathematical computations, such as addition, subtraction, multiplication, and division.

**Skill in:**

Interacting effectively with a wide variety of individuals in a public setting.

Communicating clearly and effectively, both orally and in writing.

Providing oral information to others.

Using a computer to enter and retrieve information.

Sorting and categorizing information and materials in an alpha or numeric system.

Making change in money.

Recording monetary transactions using basic bookkeeping techniques.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships other employees and members of the public.

See and read written material.

Perform the duties of the position while sitting at a desk or while intermittently sitting, standing, stooping, bending, or crouching.

While performing the essential functions of this job, the incumbent is frequently required to lift and/or move objects up to 50 pounds.

While performing the essential functions of this job, the incumbent is occasionally required to move objects up to 100 pounds.

Use tools or equipment requiring a high degree of dexterity.

**Working Conditions:**

Work is performed in an office.

The employee may be exposed to irritating chemicals.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.