



## JOB OPENING

### TITLE: ROVING ON CALL LIBRARY ASSISTANT

**Location:** Most commonly in the **Central/Upper Valley** Quadrant, that consists of the following libraries: Moxee, Southeast, Summitview, Terrace Heights, Union Gap, Wapato, and Yakima. Also may receive work assignments at library locations throughout the library district.

**Posting Date:** July 2, 2009

**Closing Date:** July 12, 2009

**Apply:** Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

Applications are available at all libraries and online to print at [www.yvl.org](http://www.yvl.org). You may turn your application in to any Yakima Valley library or mail it to the address above.

**Contact:** Dee Miller, HR Assistant, (509) 575-3403. [dmiller@yvl.org](mailto:dmiller@yvl.org)

Darline Charbonneau, Human Resources Manager, (509) 575-3405.  
[dcharbonneau@yvl.org](mailto:dcharbonneau@yvl.org)

**Wage:** \$10.93 per hour

**Hours per Week:** 20 (minimum)

#### Qualifications:

1. High School diploma or equivalent.
2. One year of library or general clerical experience that includes public service experience.
3. Bilingual in English and Spanish, both in oral and written form preferred.
4. In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.

**Position Information (see next page):**

July 2, 2009

**Position Information:** Yakima Valley Libraries is recruiting for one Roving on Call Library Assistant, to work directly with the public in a customer service oriented environment. This is a 20 hour per week, nonexempt position. Working hours include evenings and weekends. The work schedule is based on the needs of the library system and fluctuates each week. Benefits currently include optional pro-rated coverage of monthly premiums (50% paid by YVL) of medical and vision insurance. Benefits also currently include Public Employees Retirement System retirement program, deferred compensation program, vacation and sick leave, paid holidays, and Employee Assistance Program. When work shifts are necessary outside of assigned quadrant, YVL mileage and drive time chart will apply.

### **Job Purpose and Summary**

Fills temporary assignments, often provided with short notice, to substitute for absent library employees throughout the Yakima Valley Libraries system. Performs circulation functions and basic clerical activities in support of library services; provides basic information about materials, programs and services; may assist with special projects.

### **Supervision Received and Exercised**

Receives general supervision from assigned management and supervisory staff.

### **Essential Duties and Responsibilities**

*Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.*

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; interacts with patrons without communicating any value judgment, and verifies that patron's needs are met.
2. Assists library customers by checking library materials in and out, issuing library cards, taking fines and payments for lost or damaged materials, updating library customer records, and placing holds. Handles issues related to overdues and library customer's circulation record. Receives payments, provides receipts, balances and reconciles cash amounts; maintains and processes cash records according to established procedures.
3. Provides information in person and on the telephone on policies, procedures, local and system-wide services, programs and materials.

July 2, 2009

4. Answers directional, informational, readers' advisory, and basic reference questions; assists in answering more involved reference questions through redirection or referral to other library resources.
5. Trains or assists in training library customers in the use of the online catalog, library computers and equipment, and basic use of library's electronic resources. Assists library customers with the use of a variety of equipment including computers, printers, self-checkout machines; demonstrates correct use of equipment and assists customers if problems with equipment arise. Performs signup or registration process for the use of library computers and other equipment.
6. Empties book drops, assesses materials for damage, writes damage letters as needed. Sorts, arranges, and shelves checked in materials. Performs light cleaning or mending of library materials, as needed.
7. Prepares items, including interlibrary loans, for shipment. Runs searches and processes materials for holds and rotating circuits. Receives and disperses shipments.
8. Updates item and collection code information in database; replaces barcodes and labels as needed.
9. Processes mail, newspapers, and magazines; links new magazines, deletes older issues, compiles materials for mending and binding.
10. Monitors condition of equipment; maintains equipment by refilling supplies, cleaning and making minor adjustments; reports major equipment problems to supervisor or manager.
11. Performs opening and closing duties; keeps public area orderly and presentable, performing light cleaning and returning materials to appropriate locations; turns equipment on and off; prepares meeting rooms or designated areas for special programs. Cleans up room after a program.
12. Books meeting rooms; prepares and posts meeting room schedules.
13. Shelves library materials, shifts and straightens shelves and other library materials display areas.
14. May be assigned to assist with projects at the appropriate performance level, in branch or community libraries, the business office, facilities, technical services or any other function, under supervision of project manager.
15. ROCs may have an option to be cross trained for other similar level positions as the need arises, including substitute courier, if incumbent has the necessary knowledge, skills, abilities, and interest.
16. Performs other duties as assigned.

July 2, 2009

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## **Knowledge of:**

1. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.
2. Principles of excellent customer service.
3. Basic alphabetical and numeric filing methods.
4. Basic mathematical principles.
5. Principles and procedures of record keeping.
6. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems, and web-based searching.

## **Skill in:**

1. Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library customers and library employees.

## **Ability to:**

1. Respond to work assignments with little notice. Work assignments are often for one work day or less. Must be able to maintain a method of personal communication so that the library can make contact when work is available. Must have ability to report to work on time, as scheduled; and ability to report to supervisor if some factor is prohibiting adherence to assigned work schedule.
2. Handle cash, checks, and other forms of payment accurately. Accurately: enter monetary transactions on circulation system, count money, make correct change, run cash register, and account for register transactions.
3. Gain thorough knowledge of library's policies, procedures and programs.
4. Represent Yakima Valley Libraries in a positive, responsive manner to the public, volunteers, and supporters.
5. Learn the principles and practices of basic library work, including the Dewey Decimal System and principles of intellectual freedom.

July 2, 2009

6. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
8. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
9. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
10. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
11. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
12. Speak, read, and write English and Spanish, as assigned.
13. Operate relevant computer systems, including hardware and software and office machines, including cash register.
14. Work evenings and weekends.
15. May be in charge of a facility in the absence of manager or supervisor.
16. Obtain and maintain a valid Washington drivers license and have reliable transportation to and from work.

### **Work Environment and Physical Demands**

1. Normally standing for extended periods of time. Seated and walking occasionally.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library customers and other library system staff will be necessary to provide and receive information, present programs, and resolve situations or problems.

July 2, 2009