GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide basic library services through patron assistance and circulation and processing of library materials. The class is responsible for assisting patrons in the library and on the phone with reference searches and general library services, charging and discharging library materials, issuing library cards, collecting fees and fines, processing library materials and assisting with library projects. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Assists patrons in the library and on the phone with selecting and locating library materials and general library information.
- Operates library computers for data entry and information retrieval.
- Charges and discharges library materials for patrons.
- Issues library cards to patrons.
- Collects library fees and fines.
- Renews and requests books and other library materials as necessary.
- Receives, inspects, sorts, and processes library materials.
- Plans, prepares, and maintains library displays; conducts library tours.
- Assists Library Pages in shelving books, reading shelves, and other routine library tasks.
- Plans, prepares and conducts story times and other programs.
- Conducts volunteer orientation and supervises volunteers.
- Assists in the preparation of reading lists and bibliographies.
- Sorts mail and supplies for delivery to area libraries.
- Assists in the maintenance of the vertical file.
- Performs related tasks as necessary such as answering phones, troubleshooting computer problems, and assisting with library projects.
- Performs other related duties as assigned.

GENERAL STANDARDS

| Data Involvement                  | Copies, transcribes, enters, or posts data or information. |
| Interpersonal/People Involvement  | Provide information, guidance or assistance to people.     |
| Reasoning Requirements            | Performs semi-routine work solving occasional problems.    |
| Mathematical Requirements         | Performs addition, subtraction, multiplication, division, and calculates ratios, rates and percents. |
| Language Requirements             | Reads routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, speaks routine sentences using proper grammar. |
| Mental Requirements               | Performs clerical and manual tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results. |
**Decisions/Supervisory Control**

Guides others, making frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

| Vocational/Educational Requirement | Requires a high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education. |
| Experience | In addition to satisfying the vocational/education standards, this class requires a minimum of six months of related, full-time equivalent experience; Experience working with children and/or children’s literature and child development courses required for children's positions. |
| Special Certifications and Licenses | Depending on departmental operational requirements, may require valid driver’s license and driving record in compliance with City Driving Standards. |
| Special Requirements | Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. |

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*

Revised 2/22/19