City of Chesapeake	Class Title: Library Assistant I

Job Class Code: 5030	FLSA Status: Non-Exempt
Pay Basis: Salary (Annual)	EEO Category: 3

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 account entry, access 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.
• Shelves books, reads shelves, weeds materials, empties book drop, gathers holds and performs other tasks related to routine collection maintenance.
• Assists with planning, preparing and conducting programs and special events.
• Sorts mail and supplies for delivery to area libraries.
• Attends training to stay abreast of library technology, programs, databases, services and procedures.
• 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	Requires very few decisions, affecting the individual and a few coworkers; works in a very stable environment with clear and uncomplicated written/oral instructions.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires a high school diploma or GED. One year of college preferred.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of three months of related, full-time equivalent experience in public libraries or customer service related industry or volunteerism equivalent to 6 months' part-time work experience.
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. Emergency operations support work and work locations may be outside of normal job duties.

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 2/2020