

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 001166
Grade: 13
FLSA: Non-Exempt**

LIBRARY ASSISTANT I

DEFINITION OF SERIES:

The Library Assistant series covers positions that perform a full range of circulation desk duties and 'off desk' duties in a library of Montgomery County Public Libraries (MCPL), including operating the integrated library system (ILS) and responding to the varied needs of customers.

DISTINGUISHING CHARACTERISTICS:

This is the journey-level classification performing the full range of circulation-related duties. This classification is distinguished from the Library Assistant II in that the Library Assistant II provides lead direction to other staff.

MAJOR DUTIES:

An employee in this class performs a wide variety of circulation desk and 'off desk' functions at a library, or comparable duties in support of a specialized library service, processes invoices for purchases, and maintains spreadsheets and files of purchases.

EXAMPLES OF DUTIES: (Illustrative Only)

- Checks library materials in and out, using the computer-based circulation system.
- Processes media problems by assessing damage, identifying the circumstances of damage/loss and following-through.
- Identifies missing media components, such as one CD missing from a set, and follows MCPL procedures for tracking loss and replacement.
- Helps customers with account management.
- Unpacks and sorts materials into categories; packs into tubs/boxes, places on book trucks, or shelves; processed materials as needed.
- Adds, updates, maintains, and deletes records in specialized library databases.
- Collects materials from book drop and brings them to circulation desk for checking in and sorting.
- Responds to inquiries from library customers concerning policies, special services, locations of libraries, and related matters. Informs patrons about materials and programs available in specialty services. Responds to inquiries and requests from customers regarding library policies, services, and accounts and resolves problems regarding customer accounts, fines, and other issues.
- Registers new customers and prepares and issues library cards; enters information on new customers.
- Updates customer records by changing, adding, or deleting information in the database; processes internet cards.
- Processes periodicals and services to include entering new periodical information into a computer database, scanning, or labeling and stamping-in, properly and promptly placing in the designated location, and promptly informing collection development and/or subscription services of subscription problems.
- Processes new library materials following MCPL procedures.
- Replaces, repairs and mends damaged books, (e.g., plastic covers, spine labels, binding).
- Under the guidance of the Assistant Branch Supervisor, helps train and oversee volunteers and/or lower-level library personnel, as required.

- Maintains adequate stock of desk supplies and change; helps ensure the orderliness and cleanliness of the circulation desk and reading areas; orders supplies, as assigned.
- Counts, or verifies count, for monies received from daily intake, to include filling out cash form for verification.
- Processes credit card transactions, cash or check payments for fines, printing, internet cards lost or damaged items, SmartTrip and Youth Cruiser cards, earphones, and USB drives, and updates customer accounts as needed.
- Ensures adequate cash register funds, prepares receipts and deposit slips.
- Pulls and processes holds; separates hold materials from other delivery items, marks them as holds, scans them into the Integrated Library System (ILS), shelves them for hold fulfillment and performs related tasks.
- Ensures public handouts are using MCPL guidelines.
- Provides information, and ensures availability of literature regarding, non-library related services offered by Montgomery County, such as Metro and Ride-On passes and recreation guides.
- Assists patrons in the use of technology, such as computers, printers, GoKits, and VOX books; Troubleshoots elementary branch technology problems to meet the needs of customers. If unable to resolve technological issues, refers them to the appropriate staff member.
- Receives and screens telephone calls, providing information, as necessary.
- Helps open and close the library following procedures that apply to opening and closing, such as unlocking doors, setting up the cash register or locking up money, and setting up the circulation desk.
- As assigned, helps process materials for discards, processes donations and re-routes misdirected materials, including interlibrary loans.
- As assigned and under the direction of the Assistant Branch Supervisor, serves as the library's volunteer program coordinator – recruits, assesses skills/interests of, trains and otherwise coordinates the availability and work of volunteers.
- May shelf materials, as necessary.
- May create signs, handouts, and other materials for the library; assists with library displays.
- May type brief reports and other correspondence.
- Attends training and stays abreast of changes in policies, procedures, technology, etc.
- Participates on committees as assigned.
- May provide interpretation services, as appropriate.
- May assist with tracking budget expenses and balances.
- Performs related duties as required.

Collection Management:

- Enters and pays materials invoices in the County's electronic accounting system in an accurate and timely manner.
- Enters first copies of books and other items into the ILS as they are received.
- Accurately keeps invoice files, purchase order spreadsheets, and other financial files up to date.
- Archives records according to county guidelines.
- Assists with running accounting reports, as needed.
- Receives library materials and unpacks and processes invoices.
- Identifies and resolves shipment problems in a timely manner.
- Informs supervisor and selectors of problems with orders.
- Logs in bank deposits for the drivers and secures money in the safe.
- Maintains the log for deposit bags and prepares depot bags for pickup by armored car service.

Performs related duties as required.

SUPERVISORY CONTROLS:

The supervisor provides detailed instructions for performing the work in accordance with established guidelines. The employee, under the direction of the Assistant Branch Supervisor, carries out recurring work and assignments. Problems and unfamiliar situations are referred to the supervisor for decision. Assignments are frequently reviewed by the supervisor upon completion for accuracy, completeness, and timeliness.

SUPERVISION EXERCISED: Employees in this classification do not supervise other positions.

GUIDELINES:

The employee uses judgment in selecting and applying the appropriate guideline(s) depending upon the nature of the assignment or request; this includes but is not limited to all or part of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the integrated library system (ILS), Cash Register Guidelines and general MCPL policies and procedures, application of MCPL's values, policies and standards when working with a customer.

COMPLEXITY:

The complexity of this class of work is characterized by direct customer service that includes performance of a full range of circulation desk work, such as checking library materials in and out, registering new library customers, issuing library cards, updating library records, account management, selling such items as Metro cards, setting up and closing out the cash register, responding to inquiries from customers concerning circulation policies, special services and locations of libraries, and performing assigned 'off desk' duties, such as helping open/close the facility, processing new books, periodicals and serials, and typing brief reports and correspondence.

SCOPE AND EFFECT:

The impact of this class is realized in the efficient flow of customers and materials at the circulation desk, the accuracy of customer records, accuracy, and efficiency in shelving and in other services courteously rendered to the public (such as technology assistance), in effective performance of 'off desk' duties and in teaming with co-workers to serve customers.

CONTACTS:

Contacts are mainly with coworkers in the library of assignment and other MCPL employees concerning a range of routine and some non-routine library issues and with library customers to provide frontline customer service.

PUBLIC SERVICE /ASSISTANCE:

Public service/assistance is provided to library customers continuously while working at the circulation desk; employees provide immediate assistance to many people on a daily basis.

HAZARDS:

Potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or High School Certificate of completion recognized by the State of Maryland.

Experience: One (1) year of library support work.

Substitution: N/A

Equivalency: An equivalent combination of education and experience may be substituted.

Knowledge, Skills, and Abilities:

Thorough Knowledge of:

- Knowledge of (or ability to rapidly acquire knowledge of), established guidelines used in daily work, including but not limited to key parts of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the ILS system, Cash Register Guidelines and general MCPL policies and procedures as applicable to regularly recurring work, to perform such daily tasks as explaining and applying circulation policies and procedures accurately and consistently, and to make day-to-day decisions based on experience, judgment and established policies and procedures.
- Knowledge of (or ability to rapidly acquire knowledge of), and skill in, service desk electronic equipment/technology (hardware, software, databases, etc.) and the library's other computers (and baseline aspects of office suite software, such as MS Word and Outlook), printers, copiers, etc. to use the technology, explain its use to customers and troubleshoot recurring technology problems of customers using the public-access equipment.

Skill In:

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in selecting and applying the appropriate policies and procedures to provide effective customer service and to properly process books, media, and serials; in making elementary arithmetic computations; in shelving materials; in comparing records; and in processing media problems by assessing damage, identifying the circumstances of damage/loss and following-through.
- Skill in written communication to understand written information (including facts, assertions, and arguments), and to express information in writing so that others will understand. This includes skill in reading policies and procedures applying to assignments.
- Skill in oral communication to understand verbal information (including facts, assertions, and arguments) and to express such information verbally so that others will understand. This includes baseline skill in encouraging effective oral communication by others, such as library customers who have questions or need assistance.
- Interpersonal skills to interact with a diverse customer base and business/personal contacts in a customer service-oriented, businesslike manner. This includes ability to deal courteously, tactfully, and effectively with customers, including, at times, difficult, irritated, aggressive, or unpredictable behavior.

Ability to:

- Ability to multi-task (perform more than one task simultaneously).
- Ability to work effectively and calmly under pressure.
- Ability to work effectively as a member of a team.
- Ability to learn, adapt, and work in fast changing environment in the area of service provided, utilizing policies and procedure, and technology.

Licenses, Registrations, Certifications, or Special Requirements:

All positions require the employee to work evenings, nights, Saturdays, and Sundays based on customer service needs.

Work Environment:

Work is typically performed in a library or other unit to which the public has unrestricted open access, which includes potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers.

Physical Demands:

Ability to perform light physical effort, such as keyboarding, standing, or staying in place and lifting, carrying and/or moving book tubs, carts and library materials weighing 20 pounds, regularly, and up to 50 pounds, as required.

PROBATIONARY PERIOD:

Individuals newly appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Medical History Review.

PROMOTION POTENTIAL: This is the non-lead level class of the Library Assistant Series. May be competitively promoted into a vacant Library Assistant II lead level position, provided the employee meets the qualifications of the class.

CLASS SPECIFICATION HISTORY:

Class Established: January 1966

Revised October 1972

September 1976

October 1983

Classification Study: April 1992 (M)

Classification Study: August 2002 (M)

Classification Study: May 2011 (M)

August 2013

October 2014

March 2023 (M)