Library Assistant II

Job Code 00007098

General Description
Responsible for providing assistance to patrons in locating and using library resources.

Examples of Duties
Check out/return library materials.
Assist patrons in assigned area of the library.
Refer patrons to the appropriate portion of the library.
May interview, hire, train, supervise, or evaluate student workers.
May receive payment for overdue fines, lost books, thesis binding, etc.
Instruct student workers and assist in assigning and directing their activities.
Maintain and make minor repairs on equipment and report broken machines.
Receive and shelve new and replacement materials.
Re-shelve materials.
Consult with serviceman regarding the maintenance and repair of equipment.
Handle minor patron complaints.
Run inquiries on library materials.
Perform clerical and administrative duties.
Prepare check out slips for periodicals on reserve.
Prepare annual reports.
Maintain inventory of supplies and order supplies when needed.
Record statistical information.
Give instruction to patrons using equipment, periodical printout, etc.
Maintain and update files.
Provide building supervision and security.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: Texas State and Southwestern literature and history; online database searches, Internet searching, e-mail, Word Processing, desktop publishing, and accessing software on mainframe; Microform equipment; library materials; reference materials, print and electronic periodical indexes, and a variety of other information resources essential in helping patrons; basic library systems and layout of LRC; classification schemes; HR procedures, university guidelines, timesheets, and budgets.
Skill in: Interacting courteously with often hostile members of the public; working as a team member; in establishing rapport with variety of clients; effectively directing the work of others; assisting patrons on microforms, periodicals, and reference desk; prioritizing workload; problem solving and decision making; telephone etiquette; data entry;

Ability to: Interpret complex reference documents, review simple time sheets; understand employer’s policies; take telephone messages; prepare letters and memos; perform basic math; delegate authority to others; handle many different tasks, projects, and responsibilities at once while maintaining smoothly running area; work under pressure and stress; train others.

Educational Experience
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements