

FULTON COUNTY, GEORGIA

CLASS SPECIFICATION

CLASS TITLE: **Library Assistant**

CLASS CODE:	EEO CODE:	SALARY RANGE:	FLSA STATUS:	PHYSICAL PROFILE:	TEST CATEGORY:
202351	F	A11	Non-Exempt	#2	D

JOB SUMMARY: Incumbent in this class performs defined duties related to providing customer service and other assistance to patrons within the Atlanta-Fulton Public Library system. Responsibilities include assisting patrons with problems, maintaining supplies, assisting with collection maintenance activities, and checking out materials to patrons.

DISTINGUISHING CHARACTERISTICS: This is the first level within a two-level library assistant classification series. Library Assistant is distinguished from Library Assistant, Senior in that the former provides assistance and customer service to patrons, whereas the latter addresses patron issues and negotiates accounts and fines with patrons.

ESSENTIAL DUTIES: (This list is a representative sample: position assignments may vary.)

- Shelves returned materials and maintains shelf order of materials.
- Staffs circulation desk, registers borrowers and voters, and checks out materials to users.
- Receives materials returned from users, assesses and clears fines, and processes holds upon request.
- Maintains public handout materials, including brochures, bulletins, forms, and/or procedural books.
- Maintains supplies for assigned area.
- Answers incoming telephone calls, responds to customer inquiries, and serves as a switchboard operator as required.
- Searches shelves for book holds.
- Processes and/or delivers mail.
- Repairs and mends library materials.

KNOWLEDGE: (position requirements at entry):

Knowledge of:

- Dewey Decimal System;
- Principles and practices of customer service;
- Office practices and procedures;
- Correct grammar, spelling, and English usage;
- Personal computers and Microsoft Office software;
- Methods and techniques used in filing.

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SKILLS: (position requirements at entry):

Skills in:

- Filing;
- Providing effective customer service;
- Processing the receipt and exchange of money;
- Operating personal computers, including word processing and other related software;
- Reading, writing, and speaking different languages is desirable;
- Establishing and maintaining effective working relationships with other County personnel, officials, and the general public;
- Communication and interpersonal techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

EXPERIENCE AND TRAINING: (position requirements at entry):

Completion of course work equivalent to the academic requirements of a High School diploma or G.E.D. equivalent; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS: (position requirements at entry):

- Valid State of Georgia Driver's License (*as required by position assignment*).

PHYSICAL REQUIREMENTS:

Positions in this class typically require standing, fingering, grasping, talking, hearing, and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Physical Profile:

This is a Category #2 Physical Profile class and position. All applicants for initial entry by outside hiring into a permanent Fulton County position in this category shall be required to conform to **Part II** of the physical standards and criteria as approved and established by Personnel Board resolution dated November 1, 1988.

Classification History: Draft revised by Fulton County Personnel 4/14/04.