



## **SUPPORT SERVICES ASSISTANT**

### **SUMMARY**

Performs technical services functions and basic clerical activities in support of library services for the Mid-Columbia Libraries (MCL).

### **ESSENTIAL FUNCTIONS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receives deliveries and unpacks library materials. Verifies order against invoice or packing slip, noting discrepancies and/or damage.
2. Reviews spine labels for accuracy.
3. Prepares materials for materials processor.
4. Links item records in the integrated library system bibliographic database.
5. Under the direction of Librarian selectors, processes discarded materials by withdrawing items.
6. Records and distributes newspapers.
7. Assists with physical processing of materials, including replacing spine labels, barcodes and mylar, as needed.
8. Receives and reviews shipments from branches; distributes materials, as required.
9. Pulls daily holds report.
10. Maintains monthly statistics for items received.
11. Attends team meetings and may participate on committees.
12. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Receives general supervision from assigned management staff.

### **EDUCATION AND EXPERIENCE REQUIRED**

1. High School diploma or equivalent.
2. One year of library or general clerical experience.
3. Or equivalent technical training, education, and/or experience.

## **COMPETENCIES**

1. English usage, spelling, grammar, and punctuation.
2. Principles and practices of basic library work, including the Dewey Decimal System.
3. Basic mathematical principles.
4. Principles and procedures of record keeping.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, emailing systems, and web-based searching.

### Skill in:

1. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library vendors and library employees.

### Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Learn and master the integrated library system procedures related to processing and cataloging library materials.
3. Promote a culture of belonging by supporting MCL's commitment to a Healthy Workplace.
4. Demonstrate a commitment to ALA's principles of intellectual freedom, the Library Bill Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
5. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
6. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
7. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
8. Operate relevant computer systems, including hardware, software and office machines.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

1. Normally seated, standing or walking at will.
2. Normal physical activity including regular bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with other MCL staff member will be necessary to resolve situations or problems.

**FLSA & UNION STATUS:** Non-Exempt, Union Position

**GRADE:** 200