

LA LAW LIBRARY JOB DESCRIPTION

Title:	Branch Assistant
Department:	Patron Services
Focus:	Branch Library Assistance
Reports to:	Sr. Librarian, Programs & Partnerships
Position Supervised:	None
FLSA Status:	Non-Exempt
Salary Grade:	3
Union Status:	Eligible for Representation
Effective Date:	

Position Summary

Under the general supervision of the Branch Supervisor, the branch assistant will provide access to information and materials in the branch collections and serves as a liaison between branch users and the main library service divisions. In addition, this position will provide excellent customer service to library users whether in person, via telephone, facsimile, or e-mail.

Responsibilities and Duties

Acts as initial customer point-of-contact for Library branches

- Assists staff and users in efficiently finding and using appropriate materials which may include teaching basic instructional techniques in legal research; refers users to main library for additional help in locating and using needed resources.
- Assists staff and users in efficiently using library resources such as library computers or other equipment.
- Responds to questions about main library collection and services exercising independent judgment and sound decision making skills.
- Operates a computer to utilize library catalog, e-mail, the Internet, electronic legal databases available or any other program necessary demonstrating proficient knowledge of software used to support library processes and procedures.
- Assist other agencies that require access to branch space and resources.

Maintenance of library materials

- Files materials/updates in loose-leaf binders and bound volumes demonstrating knowledge of Library filing system.
- Processes new library materials and materials to be divested by stamping, targeting, applying labels as

- necessary and coordinating with other library staff regarding catalog and internal record updates.
- Initiates request for new or replacement items.
- Organizes, shelves, and maintains library books and materials as needed.

Coordination of daily operations of branches

- Performs general tasks related to library operations including open/ close library facility, turning equipment on /off, updating date stamps, handling incoming / outgoing mail, and operating book carts by following published guidelines and procedures.
- Troubleshoots basic problems involving library computers, photocopiers and other equipment including replenishing paper or toner and fixing paper jams.
- Places service calls to Main Library for equipment repair as necessary; for photocopier, contact Copy Center; for computer / printer, contact Information Technology.
- Maintains safety and order on library premises; handles situations involving disruptive noise/behavior or other problems; protects library materials from misuse or theft exercising discretion and sound judgment based on clearly identified processes and procedures.
- Collects and records monies in payment of fees associated with use or sale of resources.
- Prepares or completes various reports, correspondence, daily tally sheets or replacement requests or other documents per established guidelines and procedures.
- Performs other related duties as required.

Participation in achievement of divisional and departmental goals

- Provides input on changes in policies and procedures.
- Works within Programs and Partnerships to promote library collections, services and programs.
- Communicates as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Serves as back up to other Branch Assistants as needed.
- Participates in ongoing training activities to keep current on library resources and technology

Position Qualifications

Required

- Associate's degree or higher with course work emphasis in Library Technology or related field; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities.
- 2+ years experience in a law library or law firm gaining direct knowledge and experience of overall library operations including updating of legal materials.
- Experience searching a library catalog.
- Familiarity with legal terminology.
- Demonstrated proficiency in PC-based productivity software such as MS Office, Excel, Outlook.
- Direct experience working with the public including exemplary customer service skills.

Ability to:

- Think and work independently and be a self-starter.
- Provide quality customer service through effective oral and written communication.
- Understand and follow-through with job tasks as assigned.
- Operate general office equipment, library equipment, personal computer and software programs typically associated with library operations.
- Ability to concentrate and pay close attention to detail in order to ensure accuracy when handling paperwork, materials, money and files of all types.

Preferred

- 5 – 7 years previous law library experience.
- Database searching experience.
- Familiarity with Library of Congress classification.

Work Environment

Will be working in a busy office environment.

Physical Abilities Required

- Lifting ability: Light, under 15 lbs. on a regular basis; on rare occasions, up to 25 pounds.
- Sitting at a desk: medium time, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required. Standing, walking: periods of 15+ min. on a regular basis assisting and retrieving materials for library users.

Approvals

Immediate Supervisor

Date

Senior Director

Date

Human Resources

Date

Executive Director

Date

Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature _____ Date _____

Print Name _____

Distribution: Original - Human Resources, Copies - Supervisor, Employee