Solutions Northwest, Inc.

Specializing in Stay-at-Work Systems

JOB ANALYSIS

JOB INFORMATION

Employer: Washington County
Job Title: Library Assistant Senior
eDOT Title: Library Technician
eDOT Code: 100.367-018
SVP: 5 - Over 6 months up to and including 1 year
Strength: Light
Actual Strength: At times work can be heavy
Shift: 8:30am-5:00pm
Breaks: 2- 15 minutes and ½ hour
Analysts: Janet DeLapp, MS, CDMS, CPE

DISTINGUISHING CHARACTERISTICS

The Senior Library Assistant is the advanced journey level of a two-level classification series. Positions in this classification require work experience at the advanced journey level in library services and full training in all procedures related to the assigned area of responsibility. Incumbents perform the most difficult and complex work and serve as subject matter experts for library procedures. Assigned duties require the exercise of independent judgment in interpreting and implementing established procedures and methods and in providing technical and functional supervision over administrative support staff and volunteers.

Not Required	Rarely 1-5%	Occasionally 6-33%	Frequently 34-66%	Constantly 67-100%

JOB DUTIES

Frequently - Operate equipment and software, such as integrated library systems, database applications or content management systems typical in a library setting. Process online Interlibrary Loan (ILL) borrowing and lending requests, and ship ILL materials. Serve as WCCLS contact for other libraries in US regarding ILL issues; maintain ILL database of eligible lending libraries and their policies. Resolve problems with loaned materials that are damaged, missing or sent erroneously. Configure ILL software.

Rarely - Supervise Courier Program that provides document delivery services for the WCCLS and between member libraries seven days a week by scheduling activities, equipment and staff to balance workloads. Plan schedules, set goals and objectives and assign work to delivery clerks, and provide training to employees; modify work assignments according to changing work loads and library requirements.

Rarely - Provide information on the phone, in-person or via e-mail to the public, member library staff or other agency personnel. Explain and interpret library rules, regulations and functions; refer patrons to other appropriate sources as needed.

Rarely - Maintain records and files of program activities to provide accurate information on transactions, accounts, and other library actions; provide information to supervisor or other libraries.

Rarely - Serve as liaison between member libraries and the County in areas of responsibility. Act as liaison with the postal service regarding postal regulations, rates, and bulk mailing.

Rarely - Compile data and prepare statistical reports using standard report or spreadsheet software, such as number of materials delivered; monitor reports of program activity; provide reports to supervisor or other libraries as needed or requested.

Rarely - Oversee maintenance of courier delivery vans and work with Fleet Division for maintenance requests; contact service vendor for pickup, repair and return of equipment in need of repair; maintain inventory of equipment, warranties and maintenance records.

Rarely - Download, create, and delete bibliographic records in WCCLS databases for the community library.

Rarely - Work as Delivery Clerk on regular basis ½ day per week. However, this task can be performed for extended periods of time (up to full time for 2-3 months) when other Delivery Clerks are unavailable.

Rarely – Assists with sorting materials and moving taskets in the warehouse.

POSTURAL REQUIREMENTS OF THE <u>LOWER EXTREMITIES AND SPINE</u>

Posture	Frequency	Activity
Sit	O*-C	The Library Assistant will sit in their office task chair the majority of the time, they will also sit in conference room chairs, and if they are performing delivery tasks they will sit in the truck.
Stand	R	Standing stationary occurs while packaging, un-packaging, sorting and when talking with co-workers.
Walk	O-F*	The Library Assistant will walk throughout the warehouse, to sort, obtain materials, to and from the office, while performing janitorial duties, and when doing delivery work. Walking occurs on concrete, slopes, hills, gravel, carpet, linoleum, wood, ice, snow, rain, and sleet.
Crouch	R-O*	To access taskets when moving materials from one to another, when moving taskets and totes from the floor and to stack or carry taskets and totes.
Kneel	R	The Library Assistant will kneel to do quick sorts from taskets or when picking up items from the floor. However, they can crouch instead of kneeling.
Crawl	NR	
Stoop/Bend	R-O*	Bending occurs when accessing office items on low shelves, to

		check materials in, when lifting taskets from lower positions, to sort, package, to move shorter stacks, to service vehicles, and to get in and out of the truck.
Twist	R-O*	Twisting occurs while seated to obtain items from the shelving cart, when moving taskets, sorting, packaging, and loading and unloading the truck. Twisting can be minimized by moving the feet instead.
Climb/Balance	R	The Library Assistants will only climb when performing delivery tasks to get in and out of the truck and to use step ladder to obtain items from tall shelves.
Operate Controls	R-F*	To operate the truck's gas and brake controls. Also uses foot as lever when moving hand truck in position.

(*)Physical demands while working as a Delivery Driver

POSTURAL REQUIREMENTS OF THE <u>UPPER EXTREMITIES</u>

Posture	Frequency	Activity
Reach Below Waist	O-F*	The Library Assistant will reach down for items on office shelves and drawers, for taskets, materials in taskets, items on low shelves, to pick up items dropped, and to pull hand truck.
Reach at Waist	O-F*	Reaching at waist level occurs when checking out books and materials while seated, to obtain and remove items from shelves, to package materials, when operating vehicle controls and hand trucks, and to access taskets, handle materials, and to perform packaging tasks.
Reach Shoulder to Overhead	R-O*	Reaching over the shoulders occurs when accessing boxes on high shelves, when operating remote control button, when closing van door and when pulling and pushing the lift gate open and closed.
Handle/Grasp	O-C*	The Library Assistant will grasp books, materials, when sorting, tasket handles, steering wheel, hand truck, pallet jack, materials, books, lift gate handles, cab handles, packaging and to collapse and open taskets.
Operate Controls	F-O*	Controls used include; keyboard, mouse, light switches, garage door opener, vehicle controls and the alarm. The steering wheel is considered a control.
Finger	F-O*	Fingers are used to operate the keyboard, use rubber bands, to hold slips of paper, to writing statistics, to tally for packaging, to handle labels, while using tape, to remove staples, and to sort materials.

(*)Physical demands while working as a Delivery Driver

EXERTION REQUIREMENTS

Lift/Carry	Frequency	Range/Distance	Item
1-20#s	R-O*	Up to 150 feet	Taskets, backup file materials, materials, office supplies, packages, cleaning supplies, equipment, bucket, boxes and totes
21-35#s	R-O*	Up to 20 feet	Taskets, hand truck, totes and boxes.

36-50#s	R-O*	Up to 20 feet	Taskets, box of paper, totes, boxes, large bottle water.
51-70#s	R	Up and does not carry	Taskets
>70	NR		

Push/Pull*	Frequency	Distance	Item
1-20#s	R-O*	Up to 150 feet	Office drawers, Taskets, steering wheel, empty hand truck, pallet jack with light load, and doors.
21-35#s	R-O*	Up to 150 feet	Tasket stack. Push/pull hand truck over lips, up ramps, over gravel, over curb, and up hills.
36-50#s	R-O*	Up to 100 feet	Tasket stack. Push/pull hand truck over lips, up ramps, over gravel, over curb, and up hills.
51-75#s	R	A few feet	Tasket stack. Push/pull hand truck over lips, up ramps, over gravel, over curb, and up hills. Push up truck lift – 55 pounds of force.
76-85#s	R	A few feet	Push truck cab open 75-85 pounds of force. Pull lift gate down – 80 pounds of force is used.
>85#s	NR		

(Pounds of force used)
(*)Physical demands while working as a Delivery Driver

SENSORY PERCEPTION

	Yes	No	Activity
Talk	X		Talks with co-workers and staff at libraries and other facilities
Hear	X		Hearing while conversing, but also need to hear sounds while in traffic and work areas for safety.
Near Acuity <20”	X		To perform paper work, keyboarding, to scan book and other material, to read material titles for proper sorting and to view instrument controls in the vehicle
Far Acuity >20”	X		Far acuity is used when driving and moving with a hand truck through libraries, warehouse and other facilities.
Depth Perception	X		Depth perception is used when driving and moving with a hand truck through libraries, warehouse and other facilities.
Color Vision		X	

COGNITIVE, ENVIROMENTAL AND OTHER DEMANDS

Temperament	Yes	No
Dealing with people; Outside of getting Instructions	X	
Performing Repetitive or Short Cycle Work	X	
Working Under Specific Instructions	X	
Performing a Variety of Duties	X	

Performing Effectively Under Undue Stress		X
Expressing Personal Feelings		X
Working Alone or Apart in Physical Isolation from Others	X	
Influencing People in Their Opinions, Attitudes & Judgments.		X
Attaining Precise Set Limits, Tolerances & Standards		X
Directing, Controlling or Planning Activities of Others	X	
Making Judgments & Decisions	X	

Understanding and Memory	**Yes**	**No**
Memory	X	
Short Instruction Memory	X	
Detailed Instruction Memory	X	

Sustained Concentration	**Yes**	**No**
Short Instructions Carrying Out	X	
Detailed Instruction Carrying Out	X	
Concentration & Attention	X	
Work Set Schedule	X	
Work Ordinary Routine	X	
Working under Distractions	X	
Make Simple Decisions	X	
Limited Cognitive Breaks		X

Social Interaction	**Yes**	**No**
Public Interaction	X	
Requires Request for Assistance		X
Have Work Reviewed, Feedback	X	
Have Positive Peer Interaction	X	
Maintain Socially Appropriate Work Behavior	X	

Adaptation	**Yes**	**No**
Adaptation to Change	X	
Hazard Awareness	X	
Travel - Distances and Overnight		X
Independent Planning; Goal Setting		X

Environmental Condition	**Yes**	**No**
Exposure to Weather	X	
Extreme Cold (non-weather related)		X
Extreme Heat (non-weather related)		X
Wet and/or Humid (non-weather related)		X
Noise Intensity Level – Low -Moderate	X	
Vibration (Truck)	X	
Atmospheric Conditions		X
Proximity to Moving Parts	X	
Exposure to Electrical Shock		X
Working in High, Exposed Places		X
Exposure to Radiation		X

Working with Explosives-Guns		X
Exposure to Toxic or Caustic Chemicals		X
Exposure to Injury from Biohazards		X

Personal Protective Equipment
Used: Non-slip shoes

Operation of Machines, Equipment, and Tools Used
Vacuum, mop, broom, hand tools, hand truck, pallet jack, bar code reader, printer, computer and copier

Vehicles or Moving Equipment Used
Sprinter jam 7,000 GVW, Truck 17,000 gross vehicle weight and pallet jack

Minimum Qualifications Required for Entry
Basic knowledge of:

- library policies and procedures including circulation of materials, reference and reader's advisory service and cataloging/bibliographic control
- record keeping, statistics and reporting
- operation of equipment and use of software typical in a library or law library setting
- library terminology and regulations
- operational characteristics and application of data processing equipment
- principles of supervision and training
- principles and practices of providing customer service

Skill to:

- use library equipment and software, such as integrated library systems, database applications and/or content management systems
- use office equipment and appropriate technology/productivity tools typical in a library or law library setting
- provide technical and functional guidance to support staff
- collaborate with and train support staff

Ability to:

- lead library support personnel
- coordinate library programs
- use bibliographic tools
- maintain accurate record systems and oversee their maintenance
- communicate effectively orally and in writing
- establish and maintain cooperative working relations with individuals, whether members of the public or coworkers, from diverse groups and backgrounds
- drive delivery equipment on assigned route and schedule in Courier Services

Experience and Education
A typical way to obtain the knowledge and abilities would be:

- Three (3) years of responsible administrative or library support work with at least one (1) year of previous library experience.

Licenses, Certificates and Other Requirements

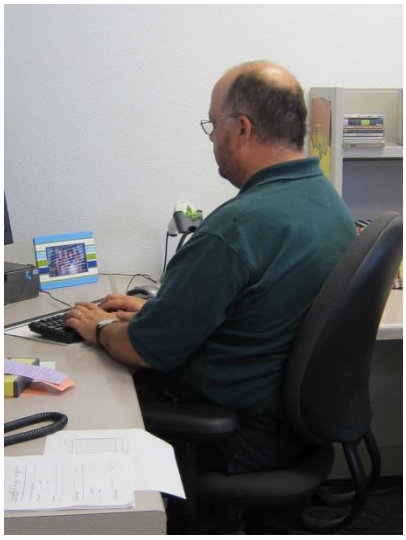
- Possession of a driver's license valid in the sate of Oregon and an acceptable driving record is required.

For positions that require bilingual skills:

- Ability to speak Spanish fluently and communicate clearly and concisely, in Spanish, both orally and in writing.

Photos

Performing office work


Typing

The Photos below represent The Library Assistant work, which is done in conjunction with the position at lease ½ day per week.

Raise lift gate

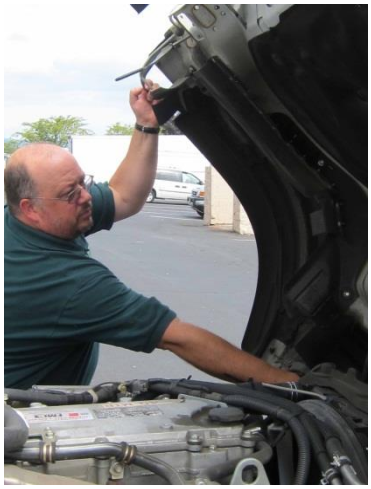
Unload truck

Staging taskets

Sorting

Lowing lift gate

Using pallet jack


Checking fluid levels