



Career Service Authority

Shelver

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GENERAL STATEMENT OF CLASS DUTIES

Retrieves and shelves books, magazines and other library materials according to the library's classification system.

DISTINGUISHING CHARACTERISTICS

Positions in this class retrieve and shelf library materials according to the library's classification system. This class is distinguished from the class of Administrative Support Assistant II that performs a variety of standard/intermediate performance level office support work.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Collects and sorts books, magazines and other library materials and returns them to shelving area in proper order and location.

Contributes to the library customer service mission by assisting library customers and staff as needed and requested.

Empties book drop and other containers, sorts onto book truck for shelving or delivery to other areas or branches.

Reads titles on shelves to locate misplaced items and straightens and shifts materials as needed.

Identifies and routes books in need of maintenance and repair.

Locates and retrieves materials requested by customers and staff.

Greets customers, provides information about the location of materials, instructions in use of the database system (CARL) and referrals to appropriate staff.

Makes recommendations about the collection, suggesting acquisition, transfer or withdrawal of materials.

Some positions may process and sort incoming and outgoing mail.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization and displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race gender, disabilities, and other individual differences.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Reading – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written materials to specific situations.

Oral Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Arithmetic – Performs computations such as additions, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or other outside organizations) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of library operations sufficient to be able to maintain a specific collection of materials.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Lifting: Raising or lowering an object 25 - 50 pounds.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate desirable.

Experience Requirement:

None.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE:

REVISED BY: Tony Gautier

CLASS HISTORY Placed spec in current format, added distinguishing characteristics and competencies.