

City of San José
CLASS SPECIFICATION

Title: Senior Library Clerk (FT/PT) (6215/6216)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Library	Varies	Non- Exempt

CLASS SUMMARY

Under general supervision, performs a variety of clerical duties. Supervises a small group of clerical support workers engaged in the circulation of library materials, and the operation of a specialty service unit or library general clerical unit; or provides library clerical support to a major system-wide function. Assists clerical staff or customers in resolving complex overdue problems, determines customer liability for damaged materials, and handles other complaints. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the highest level class in the Library clerical series responsible for providing full supervision of subordinate level clerical staff and pages. Duties and responsibilities require a broad background in library clerical services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from the next lower level of Library Clerk in that incumbents of the latter class do not supervise, but may act as lead worker in the provision of clerical services directly supporting the Library's circulation system. This class differs from the next higher class of Library Assistant in that incumbents of the latter class perform library technical and sub-professional duties in direct assistance to professional librarians.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND three (3) years of clerical, library materials circulation, and customer service experience.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

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- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Decision Making – Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Trains, supervises, and evaluates clerical staff, and schedules and assigns work so that circulation functions are performed in an efficient, accurate, timely manner; staff supervision include evaluations, individual training plans, disciplinary issues, time sheet approvals, interviewing and mentoring.	Daily/Several Times
2.	Oversees the completion of scheduling for all San Jose Public and San Jose State University staff; creates and maintains daily schedules, weekly schedules, In/Out session schedules, and holiday schedules.	Daily/Several Times
3.	Assists clerical staff or customers in resolving complex overdue problems, determines customer liability for damaged materials, and handles other complaints. Operates library automation system for a variety of customer and library item related tasks.	Daily/Several Times
4.	Solves computer encoding problems, and updates and corrects computer information so that accurate information is readily available regarding the collection.	Daily
5.	Collects and compiles statistics for monthly service reports for gate counts, cash register pay-in summaries, and pull list. Maintains hours entered into on call tracking sheets and monitors hours to ensure they are being entered and used correctly.	Daily
6.	Performs a variety of typing and secretarial functions: files, keeps records, compiles reports, schedules meetings, and records and distributes minutes of meetings; participates and facilitates in ongoing weekly, monthly and quarterly meetings.	Daily

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7.	Compiles periodicals title selections from main library and branch staff; checks in periodical materials; creates order records for new titles; updates-periodical master lists; renews direct purchase periodicals through the publishers; and submits annual renewal through the automated system; assists other branches with periodical issues and questions.	Daily
8.	Claims missing periodical issues by either contacting the publisher directly, emailing the library's vendor's representative, or submitting claims electronically through the vendor's website.	Daily
9.	Reviews and submits invoices for English and language periodical subscriptions.	Daily
10.	Collaborates and communicates with unit managers and counterparts in San Jose State University. Communicates with higher level of management and staff from other departments: Children's Room, General Collections, California Room, Personnel, Business Office, Security, IT, Inter-Branch Deliveries, Administration.	Daily
11.	Processes the cash register and creates pay in summary; processes the pull list; clears holds shelf list, and monitors and resolves any maintenance or equipment issues. Responsible for opening and closing duty.	Daily
12.	Orients and trains new clerical staff in unit- or branch-specific functions and procedures.	Weekly
13.	Participates in developing procedures for branch or unit functions; places resulting procedures into written format using word processing tools, and disseminates information to appropriate staff.	Weekly
14.	In locating material for customers, performs title searches; finds and uses reference materials; photocopies requested articles; and uses indexes or abstracts.	Weekly
15.	Responsibly makes purchases and payments for library materials using a P-Card, following all policies and procedures for City P-Cards. Reconciles the monthly P-Card statements for said purchases	Weekly
16.	Attends weekly Technical Services Leadership Team meetings.	Weekly
17.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;

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- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 2/82, Rev. 6/86, Rev. 3/92, Rev. 4/92, Rev. 11/97, Rev. 09/17; s002*