

City of San José
CLASS SPECIFICATION

Title: Library Assistant (FT/PT) (6221/6222)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Library	Varies	Non-exempt

CLASS SUMMARY

Under direction, performs paraprofessional library work. Assists customers in locating and identifying requested materials, and in reserving books. Supervises, trains, assigns, monitors, and evaluates the work of clerical staff. Supervises and facilitates the ordering, receiving, processing, and distribution of library materials. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class is responsible for performing the full range of paraprofessional and staff supervision duties for an assigned library branch or unit. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the lower level class of Senior Library Clerk in that the latter does not provide paraprofessional support to an assigned library program area.

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 two (2) years of undergraduate course work from an accredited college or university in library technical courses or related fields AND two (2) years of experience performing increasingly responsible library clerical work.

Acceptable Substitution

Experience in customer service, library materials handling, basic scheduling, and directing the work of volunteers can be substituted for the educational requirement on a year-for-year basis up to two (2) years.

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.
- Continuous Improvement – Actively identifies new areas for learning and regularly creates and takes advantage of learning opportunities.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability – Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (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.	Assists customers in locating and identifying requested materials, and in reserving books.	Daily/Several Times
2.	Serves as resource person for library automation system, circulation system, and automated materials handling systems; and for library terminology, policy, and procedures for the branch or unit.	Daily/Several Times
3.	Resolves sensitive problems with customers such as fines for damaged or overdue materials, inappropriate conduct within the branch library, issuance of cards, and questions about freedom of information.	Daily/Several Times
4.	Supervises and facilitates the ordering, receiving, processing, and distribution of library materials; prepares information for materials selection; maintains resource files; provides cataloging information; conducts the exchange of materials between library systems.	Daily/Several Times
5.	Trains, supervises, and evaluates clerical staff, and schedules and assigns work so that circulation functions including the training, support, and supervision of Library Services volunteers are performed in an efficient, accurate, timely manner; participates in selection of clerical staff for the unit.	Daily/Several Times
6.	Provides customers with basic references and reader's advisory service through a variety of search tools.	Daily/Several Times
7.	Collaborates with other partners (City and SJSU units) in supervising the workflow, reporting building/equipment problems, and providing service desks coverage.	Daily/Several Times
8.	Performs daily scheduling to accommodate changes on the workflow assignments, staff trainings, or as needed.	Daily/Several Times

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (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*
9.	Promotes the library's ability to provide effective public service by facilitating courteous, efficient circulation of materials and other direct services to customers.	Daily/Several Times
10.	Accounts for revenue from fines and gifts; verifies balances and reports; prepares statistical information including but not limited to staffing levels, to be used in developing portions of the budget.	Daily
11.	Stays up to date with new library technologies in order to provide optimum customer service at the desk.	Daily
12.	Generates work orders and refers facilities maintenance issues to appropriate departments; maintains a safe and welcoming environment; may be the initial point of contact when there are library branch issues.	Daily
13.	Schedules use of facilities by community groups; participates in developing and conducting programs and community outreach for the branch library or unit.	Weekly
14.	Prepares reports and corresponds with unit/departmental staff.	Weekly
15.	Participates in developing branch library or unit policies and objectives.	Intermittent
16.	Serves on library committees.	Intermittent
17.	Makes suggestions for the selection of materials and/or participates in the development of the branch library collection.	Intermittent
18.	May interact with Library partners.	As Required
19.	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;
- 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 7/80, (Formerly Library Assistant II). Rev. 11/83, Rev. 6/86, Rev. 2/98, Rev. 09/17; s002