

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: LIBRARY ASSISTANT II (JOB CODE 528)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Library</u>	<u>Various</u>	<u>Non-Exempt</u>

Description-CLASS SUMMARY

The Library Assistant II is the ~~full-journey~~second-level paraprofessional classification in the Library Assistant series. This classification performs paraprofessional library work of moderate difficulty and may supervise the work of one or more Library Pages. With experience, Library Assistant II may lead a service function in a library program. The Library Assistant II may work in any division within the Library. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Library Assistant II is the second level class where incumbents are responsible for performing the full range of library support work and may perform more complex work assignments. Incumbents work under general supervision and function with a higher knowledge and skill set than Library Assistant I. Library Assistant II may provide training and direction for one or more Library Pages and/or Library Assistant I's. Incumbents within this class are distinguished from the Library Assistant I by exhibiting a higher level of judgment and independence in performing the full range of duties as assigned. This class is distinguished from the Senior Library Assistant in that the latter is responsible for the supervision and direction of a work unit comprised of paraprofessional, clerical and/or ~~p~~Library Page staff.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Completion of sixty (60) semester units or ninety (90) quarter units from an ~~an-accredited~~ college or university, and
- Two (2) years of ~~recent full-time~~ paraprofessional library experience.

Possible-ACCEPTABLE SUBSTITUTION

- Additional qualifying experience may be substituted for the required education on the basis of one (1) year of experience for thirty (30) semester units or forty-five (45) quarter units up to two (2) years.
- Completion of an Associate of Arts degree in Library Technology may substitute for the required education, plus one (1) year of the required experience.

LICENSES/CERTIFICATIONS

Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.

DESIRABLE QUALIFICATIONS

One (1) year or more of customer service or public library work experience.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment, with or without

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reasonable accommodation.

- May be required to work evenings and weekends.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Duties include, but are not limited to, the following:

Under general supervision, the incumbent will perform the following duties in addition to the typical duties of Library Assistant I:

- Checks library materials in and out for patrons and prepares materials for return to the circulating collection Assesses damaged materials and creates charges on appropriate accounts;
 - Registers new patrons by verifying identification, ensuring that the registration form is complete and entering appropriate information into online database Processes interlibrary loans, reserves, or periodicals including LINK+ operations;
 - Compiles data and prepares summary activity reports, including circulation and other statistics;
 - Collects fees and overdue fines Negotiates fee waivers in prescribed circumstances;
 - Opens and closes the library facility following established procedures
 - Answers routine directional and informational questions in person, and by telephone
 - Refers more difficult reference questions to appropriate professional library staff
 - Uses personal computers and other library equipment to enter, edit, and maintain bibliographic, periodical, reserve, and patron record information in an online database, catalog and other files Solves advanced problems involving library policies and procedures;
 - Provides basic reference and reader's advisory services;
 - Performs copy cataloging and classification of library materials;
 - Assists in selecting, ordering and receiving library materials;
 - Retrieves and shelves books and other library materials
 - Receives, sorts and distributes incoming mail and deliveries and prepares materials for mailing Provides support for library programs and community outreach;
 - May prepare and maintains displays and exhibits;
- Compiles data and prepares summary activity reports, including circulation and other statistics
- Assesses damaged materials and creates charges in computer system
 - Processes interlibrary loans, reserves, or periodicals
 - Assigns routine tasks and provides instruction to Library Pages and Library Assistant Is;
 - May provide basic reference and reader's advisory services
 - Assists in selecting, ordering and receiving library materials
 - Assists in developing procedures, publicity, and other written documents;
 - Solves complex problems involving procedures, staff, and patrons
 - May coordinate volunteer program; and
 - Performs other related duties as assigned.

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KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- General types and uses of library materials;
- Basic library terminology;
- Modern office procedures and methods;
- Library computer applications, databases and word processing software;
- Basic mathematical principles;
- Computerized bibliographical and circulation system database fundamentals and rules for entering data;
- ~~Innovative Interfaces Millennium (ILS)~~
- Principles and practices of technical library work, including bibliographic search procedures and the rules for cataloging and classification of library materials;
- General library practices, procedures, and policies;
- ~~Computer peripheral devices and audio-visual equipment~~
- ~~Mobile devices and e-readers~~
- Standard and online tools to promote library programs, services and collections; and
- Principles and practices of team building.

Ability to:

- ~~Arrange items in alphabetical and numerical order~~
- Learn to operate computerized bibliographic, periodical and circulation equipment;
- Perform a variety of library technical and clerical work with speed and accuracy;
- Communicate clearly and concisely in English, both orally and in writing;
- Understand and carry out both oral and written instructions;
- Work accurately with numbers and the alphabet and arrange items in alphabetical and numerical order;
- ~~Learn to operate computerized bibliographic, periodical and circulation equipment~~
- Learn to operate library delivery vehicle and bookmobile;
- Troubleshoot routine technology problems; and recognize and report complex problems to the appropriate supervisor;
- Effectively handle multiple priorities, organize workload and meet strict deadlines;
- Recognize and resolve basic problems and exercise good judgment, particularly in stressful situations;
- Maintain confidentiality regarding sensitive information;
- Develop skill in all service areas to be able to teach and assist at any public point of need;
- ~~Maintain confidentiality regarding sensitive information~~
- ~~Communicate clearly and concisely in English, both orally and in writing~~
- ~~Understand and carry out both oral and written instructions~~
- Establish and maintain courteous and effective working relationships with those contacted in the course of work, including under stressful situations;
- Work effectively, either independently or as part of a team, to achieve common goals;
- ~~Recognize and resolve basic problems and exercise good judgment~~
- Respond to requests and inquiries from the general public in a tactful, courteous, and effective way;

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- Work in a team--based environment and achieve common goals;
- Interact positively with a wide variety of patrons in a busy environment;
- ~~Effectively handle multiple priorities, organize workload and meet strict deadlines~~
- Monitor, coordinate, and train assigned staff;
- Effectively ~~supervise~~lead library operations in the absence of senior library staff;
- Facilitate the productivity of a group;
- Lift and carry library materials and equipment weighing up to 25 lbs.; and
- Bend, crawl, climb, stoop, reach, walk up and down stairs and stand or sit for prolonged periods of time.

SUPERVISION RECEIVED

Works under the general supervision of the Library Circulation Supervisor, Library Program Coordinator, Senior Library Assistant, or other supervisor as assigned.

SUPERVISION EXERCISED

May provide training and ~~supervision~~ lead direction to Library Pages ~~and~~, Library Assistant I's and volunteers. Acts as lead person in absence of senior staff.

CLASSIFICATION HISTORY

Established 11/2003; Rev. 10/2013; Rev. 03/2025