

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

TITLE: LIBRARY ASSISTANT I (JOB CODE 526)

<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 I is the entry-level classification in the Library Assistant series. This classification provides general library services to patrons through a broad range of clerical, technology support, community outreach, and public ~~assistance~~service support. With experience, Library Assistants I may oversee a service function in a library program. The Library Assistant I may work in any division within the Library (~~i.e. Adult Services, Collection, Support Services or Youth & Extension~~). Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Library Assistant series. Incumbents work under direct supervision and are not expected to function with the same knowledge or skill set as the Library Assistant II. This classification exercises basic discretion and judgement in matters related to work procedures and methods, with an emphasis on public service. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class is distinguished from the class of Library Assistant II in that the latter 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, including leading staff and projects.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Completion of sixty (60) semester units or ninety (90) quarter units from an ~~an-accredited~~ college or university; and
- Six (6) months of experience involving direct public contact and/or clerical work
- ~~One (1) year of recent full-time experience involving direct public contact and/or clerical work.~~

ACCEPTABLE SUBSTITUTION ~~Possible Substitutions:~~

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.

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 of recent full-time customer service or library work experience. ~~involving computer technical support.~~

OTHER REQUIREMENTS

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

- ~~Checks library materials in and out for patrons and prepares materials for return to the circulating collection~~ Maintains and supports circulation functions of all library materials
- ~~Registers new patrons by verifying identification, ensuring that the registration form is complete and entering appropriate information into online database~~ Accurately enters, verifies, and maintains library patron accounts and item bibliographic records on library's catalog systems;
- ~~Collects fees and overdue fines~~ Responsible to collect, handle, and process library fees;
- Collects and maintains data related to library visits, usage, and programs;
- Opens and closes the library facility following established procedures;
- Performs shelf maintenance duties, including retrieves and shelves books and other library materials;
- Provides staff support to ensure library building and equipment are maintained for daily operation;
- Answers routine directional and informational questions in person and by telephone,, including information about library services and programs;
- ~~Solves basic problems involving procedures, staff and patrons~~
- ~~Refers more difficult questions to appropriate library staff~~ Handles basic issues involving library policies and procedures;
- May provide basic reference and reader's advisory services;
- ~~Uses personal computers and other library equipment to enter, edit and delete bibliographic, periodical, and patron record information in an online database, catalog and other files~~
- ~~Performs copy cataloging and classification of library materials~~
- ~~Retrieves and shelves books and other library materials~~
- ~~Receives and sorts incoming mail and deliveries and prepares materials for mailing~~ Receives, prepares, and sorts materials for mail and delivery;
- Maintains and setup meeting and program rooms;
- Provides community support and answers questions related to basic technology needs, including library technologies;
- Monitors public use of computers;
- May provide delivery of library materials between libraries or assigned facilities;
- May provide support to Bookmobile operations in the community, including operating the Bookmobile;
- May provide support for library programs and community outreach;

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- May prepare and maintain displays and exhibits;
- May assist in supporting library website or social media; and
- Performs other related duties as assigned.

When assigned to the For Support Services Division:

- ~~Maintain and update iPad/iPod/Chromebook/e-device inventory~~
- ~~Maintain and load the 3M inventory wand for staff use~~
- ~~Maintain and update Youth Services mobile Laptop lab~~
- ~~Maintain Central and Northside AV meeting/program rooms~~
- ~~Support Library staff with daily desktop support~~
- ~~Monitor Command Center for selfcheck or gate issues and track statistics~~
- ~~Monitor public computers across 3 locations~~
- ~~Backup technology staff on Library homepage~~
- ~~Backup technology staff on public computer backups~~
- ~~Research and test new software and public technology trends~~
- ~~Maintain and support both Techlogic sorting systems~~
- ~~Troubleshoot public technology issues across multiple platforms~~
- ~~Maintain all technology equipment inventories~~
- ~~Remove and recycle old technology equipment~~
- ~~Support Library staff for public computer classes~~
- ~~Assist with special AV setups for City/Public meetings~~
- ~~Work with Building Maintenance on special projects~~
- ~~Research advanced features of public security software~~

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; and
- Basic mathematical principles.

Ability to:

- Learn library practices and procedures, and the location of materials in the libraries;
- Learn to operate computerized bibliographic, periodical, and circulation systemsequipment;
- 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 library delivery vehicle and bookmobile;
- Troubleshoot a variety of technology problems, and report complex problems to the appropriate supervisor;

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- 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;
- 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;
- Respond to requests and inquiries from the general public in a tactful, courteous and effective way;
- Develop skill in all service areas to be able to assist at any public point of need;
~~— Work in a team based environment and achieve common goals~~
- Interact positively with a wide variety of patrons in a busy environment;
- Walk or stand for extended periods of time;
- 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 immediate supervision of the Library Circulation Supervisor, Library Program Coordinator, Senior Library Assistant or other supervisor as assigned.

SUPERVISION EXERCISED

May assist in the training and lead direction supervision of Library Pages or volunteers.

CLASSIFICATION HISTORY

Established 11/2003; Rev. 12/2016; Rev. 03/2025