

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

**TITLE: LIBRARY ASSISTANT II (JOB CODE 528)**

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

**CLASS SUMMARY**

The Library Assistant II is the 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 Library Page staff.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

- Completion of sixty (60) semester units or ninety (90) quarter units from a college or university, and
- Two (2) years of paraprofessional library experience.

***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.

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

- Assesses damaged materials and creates charges on appropriate accounts;
- Processes interlibrary loans, reserves, or periodicals including LINK+ operations;
- Compiles data and prepares summary activity reports, including circulation and other statistics;
- Negotiates fee waivers in prescribed circumstances;
- 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;
- Provides support for library programs and community outreach;
- Prepares and maintains displays and exhibits;
- Assigns routine tasks and provides instruction to Library Pages and Library Assistant I's;
- Assists in developing procedures, publicity, and other written documents;
- May coordinate volunteer program; and
- Performs other related duties as assigned.

### **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;
- 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;
- Standard and online tools to promote library programs, services and collections; and
- Principles and practices of team building.

#### Ability to:

- 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;

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- 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 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;
- 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;
- Work in a team-based environment and achieve common goals;
- Interact positively with a wide variety of patrons in a busy environment;
- Monitor, coordinate, and train assigned staff;
- Effectively 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 lead direction to Library Pages, 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