

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

**TITLE: SENIOR LIBRARY ASSISTANT (JOB CODE 754)**

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

**CLASS SUMMARY**

This is a paraprofessional supervisory position in the classified service. Positions in this class are responsible for the supervision and direction of a work unit comprised of paraprofessional, clerical and/or Library Page staff. Specialized duties may be required in the following areas: Circulation, Branch Services and Bookmobile, Communications and Technical Services. Performs related duties as assigned.

**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 Library Assistant I/II in that the latter is not 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
- Three (3) years' experience in customer or public service; paraprofessional library work; communication or digital communication; library technical services that may include ordering, procurement, cataloging, maintaining financial records and vendor engagement; community outreach or bookmobile operation. Of the required experience one (1) year shall include supervising the work of others or as a project leader AND one (1) year of experience must involve customer or public service or paraprofessional library work.

***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. This experience shall not be substituted for the one (1) year of experience supervising the work of others or as a project leader OR one (1) year of experience involving customer or public service or paraprofessional library work.

***LICENSES/CERTIFICATIONS***

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

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### ***DESIRABLE QUALIFICATIONS***

Two (2) years or more of customer service or public library experience

### ***OTHER REQUIREMENTS***

- 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.

Under general supervision, the incumbent:

- Plans, prioritizes, and reviews the work of staff or volunteers assigned to a variety of paraprofessional and clerical duties in support of library;
- Supervises staff including participating in the selection of staff; providing or coordinating staff training; support coaching and development of employees; work with employees to improve skills and performance, and correct deficiencies;
- Handles and solves complex transactions involving library operations and procedures;
- Assists in the development, implementation, and interpretation of library policies and procedures that support positive customer experience;
- Composes, prepares and distributes correspondence, memos, reports, statistics and surveys;
- Coordinates displays in library facilities, including signage;
- Develops schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner;
- Serves as a member of library teams and on task forces;
- Plans and conducts regular unit meetings;
- Provides basic reference and reader's advisory services;
- Establishes positive community relationships and partnerships;
- Provides support or lead for library programs and community outreach;
- Assists in supporting library website or social media;
- Provides staff support to ensure library building and equipment are maintained for daily operation;
- Develops schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner;
- Acts as lead person in absence of senior staff; and
- Performs other related duties as assigned.

When assigned to Circulation, Branch Services and Bookmobile:

- Organizes workflow, assists in library operations, and oversees customer service duties;
- Schedules and coordinates outreach visits that include general library services and programs;
- Responsible to collect, handle, and process library fees, including cash handling to City

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Finance;

- Negotiates appropriate fee waivers in prescribed circumstances;
- Operates and maintains the library bookmobile and other library vehicles; and
- Responsible for selection and stocks of library materials for the bookmobile.

When assigned to Communications:

- Provides communications and marketing support to promote the library and its programs;
- Designs and provides input on layouts, arts, and graphics to support the library's promotional and presentation needs;
- Performs layout, proofreading, and editing of written copy, templates, forms and artwork to support library communications;
- Serves as one of the staff leads to create contents and maintain library's digital platforms, including website and social media;
- Serves as the Library's liaison with the City Communications;
- Assists in coordinating library's internal and external communication; and
- Participates in developing, maintaining, and implementing library communication plan.

When assigned to Technical Services:

- Assists in selecting, ordering and receiving library materials;
- Enters and processes new order records;
- Maintains appropriations, encumbrances, and expenditures in the Library's automation system;
- Processes purchase orders, claims, invoices, and payments;
- Receives and maintains order records and vendor files; and
- Performs bibliographics maintenance, copy cataloging and classification of library materials.

## **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

- Circulation, branch, or acquisitions procedures and practices;
- Current personnel practices, including supervision, training, and evaluation of employees;
- Automated library systems;
- Principles and practices of team building; and
- Office safety practices, procedures and standards.

Ability to:

- Operate library vehicles that may include the bookmobile;
- Operate library equipment, such as computers, and use related software applications and databases effectively;
- Effectively handle multiple priorities, organize workload and meet strict deadlines;
- Recognize and resolve basic problems and exercise good judgment, particularly in stressful situations;
- Communicate effectively, both orally and in writing;
- Select, train, schedule, supervise, and evaluate the work of staff;

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- Effectively direct the activities of the assigned work unit;
- Work in a team-based environment and achieve common goals;
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public;
- Set up displays and promote library services and programs;
- Work independently;
- Walk or stand for extended periods of time; and
- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds to perform assigned duties.

### **SUPERVISION RECEIVED**

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

### **SUPERVISION EXERCISED**

Trains, evaluates, and supervises paraprofessional, clerical and/or Library Page staff assigned to the work unit. May assist in the supervision of other assigned library personnel. Act as the lead person and be responsible for a unit or facility in the absence of senior staff.

### **CLASSIFICATION HISTORY**

Established 07/1996; Rev. 07.2017; Rev. 03/2025