CITY OF SANTA CRUZ
LIBRARY ASSISTANT I

Reports to	Library Division Manager or other Professional Staff
Supervises	Directs the work of the Branch Aide and volunteers assigned to the branch
Bargaining Unit	SEIU

BASIC FUNCTION

Under general supervision, the Library Assistant I is a skilled technical, non-professional classification that performs a variety of non-professional tasks and activities under the direction of the branch leader at a medium or large branch or at the main downtown branch. A Library Assistant I may be assigned to support functions in collections management; performs duties according to a set of prescribed practices and procedures.

DISTINGUISHING CHARACTERISTICS

The Library Assistant I is the entry level classification in the library series. It is distinguished from the Library Assistant II classification with the latter having greater scope of responsibility, more complex assignments, and a greater degree of independence.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Assists patrons with any routine activity associated with being in or using the library including self service.
- Provides basic, ready reference, easy to identify direct services to the public in finding information in the branch and using collections, computers, and equipment in the library.
- Helps the public know about and use the virtual branch and its services, such as online question help, online search help, search consultation by appointment, and readers advisory.
- Assists library aides and volunteers with helping patrons.
- Performs and assists with customer account transactions, including account registrations, fines and fees, the resolution of account disputes, and the negotiation of payment plans.
- As a member of the On-site Services Team is responsible for working with the division manager and facilities staff to insure the well-being of the occupants and facility.
- Coordinates with other library staff for services and programs that will be sited at the branch.
- Provides constructive input and feedback within the library system concerning the needs of the public and the effectiveness of services and programs.
- Operates various office machines, computers, and audio visual equipment as required.

- Performs all circulation tasks such as checking-out and checking in materials, retrieving holds, shelving, filing, arranging items in order, processing requests and interlibrary loans.
- Assists with maintenance of the collection including acquisitions, serials control, interlibrary loan, receiving, copy cataloging, processing and mending.
- Helps maintain special collections and tools such as sheet music, the song index, newspaper indexing, and community information which may include processing, repairing, binding and weeding.
- May be responsible for opening and closing the library facility and for securing the facility, its contents, and premises.
- Efficiently refers questions to librarians from the public according to guidelines.
- May perform other related duties as assigned.

WORKING CONDITIONS

The position requires frequent sitting, walking, standing, reaching, stooping, repetitive use of hands, and pushing in the performance of daily activities. Crouching, grasping and twisting is required in the performance of weekly activities. Occasional climbing, kneeling, working overhead, pushing and pulling, and finger dexterity is required. The position requires near and far vision and normal hearing in the performance of daily activities. The need to lift up to 25 pounds on a daily basis and 35 pounds on an occasional basis is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Skills:

- Read and speak English fluently
- Basic numeracy with addition, subtraction, multiplication, and division
- Accurately type 30 words per minute using standard word processing software
- Oral communication skills to convey information clearly, succinctly, and accurately
- A reader and user of information technology and the Internet
- Computers and standard computer software including Microsoft Office programs

Abilities:

- Interact with courtesy and respect with the public, coworkers, and supervisors
- Work effectively in teams with coworkers, managers, and volunteers as assigned
- Communicate a cordial and welcoming attitude and spirit of service
- Maintain accurate filing and record systems
- Process detailed paperwork in strict accordance with specific procedures and policies
- Proofread for spelling and typographic errors
- Make evaluative decisions when referrals are necessary, and use appropriate referral procedures

- Adapt to changes in technology
- Use good judgment in handling difficult situations
- Transport oneself throughout the county-wide library system
- Willingness and flexibility to work the library system's schedule of days and hours

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High School degree or equivalent and,
- Two years clerical and/or customer service experience

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- ALA-APA Library Support Staff Certification
- Fluency in Spanish, an Asian language or sign language
- Library experience

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Career Ladder

- Director of Libraries
- Manager System Services and Support
- Library Division Manager
- Librarian II
- Librarian I
- Library Specialist
- Library Assistant IV
- Library Assistant III/ Library Information Specialist
- Library Assistant II/ Bookmobile Library Assistant
- *Library Assistant I*