CITY OF SANTA CRUZ
LIBRARY INFORMATION SPECIALIST

Reports to	Librarian
Supervises	Non-Supervisory
Bargaining Unit	SEIU

BASIC FUNCTION

Under general supervision, a Library Information Specialist is a skilled paraprofessional that requires competency at the Library Assistant I and II levels plus advanced paraprofessional knowledge, skill, and ability. The Library Information Specialist provides expertise in the reference service area.

DISTINGUISHING CHARACTERISTICS

The Library Information Specialist is the next higher level classification from a Library Assistant II in the library series. This classification requires significant initiative, exercises significant judgment, and acts more independently in performing the services for which they are responsible than Library Assistant I or Library Assistant II. The Information Specialist has greater specialization and expertise in reference.

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

- Efficiently finds and helps others find and evaluate information through all library channels.
- Conducts effective reference interviews.
- Helps users define their information needs.
- Instructs users in research procedures, including use of the library's catalog, general database, and web searching, and locating materials in the library.
- Uses searching skills to find information in print, non-print, and digital resources.
- Uses locally developed tools such as subject guides, FAQs, and other resources that provide guidance to answer information requests.
- Helps users select the most appropriate information resource to meet their needs, and evaluates the quality, currency, and authority of information retrieved.
- Identifies and locates information in all formats, and assists users in retrieving materials, including those not held locally.
- Interprets bibliographic record and citation formats.
- Under professional guidance, develops and maintains special collections and tools such as sheet music, the song index, newspaper indexing, and community information which may include indexing, processing, repairing, binding, weeding, and making and correcting bibliographic records of holdings.
- Assists patrons with any routine activity associated with being in or using the library.
- Provides direct service to the public in finding information in the branch and using collections, computers, and equipment in the library.

- Performs a broad range of tasks in operating the branch such as scheduling staff and handling basic patron, facility and equipment issues.
- Assists with the selection and supervision of staff and assists with performance planning and evaluation of staff.
- Is a member of the Programs and Services Team and as such is responsible for working with the division manager and facilities staff to insure the effective provision of the program and services.
- 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.
- Assists the public with locating and using the virtual branch and its services, such as online question help, online search help, and search consultation by appointment.
- Assists in providing reader services such as organizing book discussion groups, story hours, class visits, and book talks. Prepares flyers and displays under general content guidance from a professional.
- Delivers programs designed by professional staff for the audience of the specialized service.
- Provides paraprofessional-level question-answering and information discovery assistance to the public
- Provides reader's advisory and consults with librarians for readers advisory assistance.
- Efficiently refers questions to librarians from the public according to guidelines.
- Performs follow-up for questions and completes transactions with patrons.
- Efficiently searches the online resources of the library to connect library users with library resources.
- Retrieves, copies, faxes, emails, and otherwise transmits information as part of the question-answering process.
- Performs targeted needs assessments under the general supervision of a professional.
- May direct the work of volunteers.
- Collects prescribed service-area data.
- Responds to community concerns.
- Analyzes service-area data and provides findings, conclusions, and recommendations.
- May perform any duties of the Library Assistant I or Library Assistant II.
- May perform other related duties as assigned.

WORKING CONDITIONS

The position requires frequent sitting, walking, standing, reaching, stooping and repetitive use of hands in the performance of daily activities. Crouching, grasping and twisting is required in the performance of weekly activities. Occasional climbing, 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 an occasional basis is required.

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

MINIMUM QUALIFICATIONS

In addition to those required of Library Assistant I and II:

Knowledge:

- Advanced working knowledge of library routines, procedures, and services in the assigned area
- Basic computer operations needed to access library applications software and productivity tools.
- Concepts and issues concerning the appropriate use of technology by different user groups.
- Practiced knowledge of the information resources of the library system.
- The general scope of the library's collections, including areas of strength and specialized collections.
- Basic legal issues involved in reference services, including user privacy, confidentiality, and copyright.
- Basic reference, information, and community resources.
- Classification and organization schemes for collections.
- Basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.

Skills: *In addition to those required of Library Assistant II:*

- Adept at using Microsoft Office programs including Word and Excel and Google Docs.
- Basic computer operations needed to access library applications software and productivity tools.

Abilities: *In addition to those required of the Library Assistant II:*

- Assist and train users to operate public equipment, connect to the internet, utilize library software applications, and access library services from remote locations.
- Instruct users in research procedures, including use of the library's catalog, general database, and web searching, and locating materials in the library.
- Perform basic troubleshooting of technical problems, and resolve or appropriately refer those problems.
- Access and use assistive technologies, where appropriate, to ensure that all users have equitable access to technology.
- Make evaluative decisions when referrals are necessary, and use appropriate referral procedures.

- Multi-tasks in interacting with the public on the telephone, online, and in person while using the computer to search for information and guide the patron in a search as necessary.
- Use good judgment in handling difficult situations.
- Conduct effective reference interviews
- Help users define their information needs.
- Use searching skills to find information in print, non-print, and digital resources.
- Use locally developed tools such as subject guides, FAQs, and other resources that provide guidance to answer information requests.
- Help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.
- Identify and locate information in all formats, and assist users in retrieving materials, including those not held locally.
- Interpret bibliographic record and citation formats.
- Use computer tools to chat, skype etc. with patrons at remote locations.

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:

- Bachelor's degree and,
- 2 years of library work experience at minimum Library Assistant II level in reference.

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.

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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