CITY OF SANTA CRUZ
LIBRARY ASSISTANT IV

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

BASIC FUNCTION

Under direction, the Library Assistant IV is a highly skilled paraprofessional classification responsible for overseeing all daily operations of the downtown branch. The incumbent has decision-making authority within general operational policies and guidelines.

DISTINGUISHING CHARACTERISTICS

As the branch leader for the downtown branch, the Library Assistant IV is the highest level classification in the library assistant series. It has a broader scope of responsibility than the Library Assistant III. This classification works under the general supervision of a professional and exercises significant independence, initiative, and judgment. The Library Assistant IV is distinguished from the higher level classifications of Library Specialist and Librarian I in that the latter classifications assume highly skilled professional responsibilities.

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

- Supervises all operations of the downtown branch.
- Opens and closes the branch and secures the facility, its contents, and premises.
- Assists in the selection of staff, supervises staff, and conducts performance planning and evaluation of staff.
- Responsible for staff scheduling.
- Helps plan the assignment of volunteers and supervises them.
- Provides direct service to the public in finding information in the branch and using collections, computers, and equipment in the library.
- Is a member of the On-site Services Team and as such is responsible for working with the division manager and facilities staff to insure the well-being of the occupants and the 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.

- Assists the public with use of the virtual branch and its services, such as online question help, online search help, search consultation by appointment, and readers advisory.
- Performs and supervises customer account transactions including account registrations, fines and fees, the resolution of account disputes and the negotiation of payment plans.
- Supports on-site services division manager with system wide circulation issues relating to policies and procedures.
- Collects, analyzes, and summarizes data into reports, with findings, conclusions, and recommendations
- Troubleshoots and resolves a wide range of problems related to services, operations, and customer and staff relations.
- Keeps informed of professional developments; attends professional meetings and training.
- Efficiently refers questions to librarians from the public according to guidelines.
- Performs other related duties as assigned.

WORKING CONDITIONS

The position requires frequent sitting, walking, standing, climbing, reaching, grasping, crouching and stooping in the performance of daily activities. Occasional kneeling, working overhead, pushing, finger dexterity and twisting 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

Knowledge:

In addition to the knowledge requirements for Library Assistant III:

- Mastery of the operations of a medium or regional public library in the Santa Cruz Public Library System or of a comparable branch in another library system
- Advanced knowledge of library ethics and public library service philosophy
- Principles and practices of supervision and training

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Skills:

In addition to the skills requirement for Library Assistant II and III:

- Communication and interpersonal relations
- Analytical and problem-solving
- Time management

Abilities: *In addition to the abilities requirement for Library Assistant II and III:*

- Effectively oversee the operations of the downtown branch
- Manage a vast range of public interactions, including with difficult patrons
- Understand, explain, and administer library policies and procedures with the public, staff, and volunteers
- Collect, analyze, and summarize data in findings, conclusions, and recommendations
- Communicate clearly and succinctly orally and in writing
- Set priorities and nimbly adjust priorities as needed

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 being responsible for the basic, daily operations of a medium or regional library branch at the Library Assistant III level and,
- Some supervisory 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.

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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