



SR. LIBRARY ASSISTANT

DEFINITION

Under general direction, leads, trains and performs the more complex and difficult specialized library administrative support, paraprofessional library and customer service duties; provides lead direction and training to assigned staff; provides circulation services at a branch library; uses and updates computer databases; provides basic reference service to patrons; conducts children's programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management staff. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced-level classification in the Library Assistant series. Incumbents work under general supervision and exercise a high level of discretion and independent judgment in performing the full range of routine to complex areas such as branch library support, reference or children's services. Incumbents also provide lead direction and supervision to clerical and technical staff. Successful performance of the work requires the use of independence, initiative and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides lead direction, training, work review, and evaluation to support staff performing paraprofessional library duties; sets priorities and follows up to ensure coordination and completion of assigned work; instructs staff in work procedures.
- Locates materials for patrons, verifies bibliographic information, and obtains material from the County system.
- Performs collection management, including the selection, ordering, and maintenance of the library's e-book and audiobook library collection.
- Performs lead oversight of staff performing processing of new items entered into the Library system to ensure proper labeling.
- Conducts circulation activities, including checking library materials in and out, registering and issuing cards, calculating and collecting fines and fees, and explaining county library circulation policies and procedures.
- Responds to patron requests for information and materials, and provides reference information; refers questions of a more technical or detailed reference nature to appropriate staff members and locations.
- Assists patrons with computer-related questions, including logging onto e-mail, Wi-Fi, and job sites; performs basic troubleshooting on various tablets, smartphones, and e-readers.
- Provides computer support, runs reports, operates and maintains department databases, and provides basic maintenance of equipment.
- Provides input into collection development decisions.
- Reviews and categorizes donated items to determine if they should be added to the library's collection or listed for sale or further donation.
- Maintains records and files related to library service activities and projects.

- Performs branch banking duties, including recording and reconciling daily cash and preparing deposits.
- Conducts Children's Storytime and other programs; gives instructional tours.
- Performs standard office support work such as answering telephones, maintaining files, and operating computer terminals and standard office equipment.
- As a lead worker within a large branch, or when assigned oversight to a small branch library, provides work directions, training, and review to library support staff and volunteers; plans, schedules, and assigns support and volunteer work to maintain desired service levels during library hours; and provides input into performance evaluations.
- When assigned to a small branch library, is responsible for the security and maintenance of the facility.
- Assists with special projects developed to foster community engagement and awareness of Library programs and services.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- General public library services, organization, and functions, including the technical library support area.
- Books, authors, and general reference sources.
- Automated library systems, general computer operations, and/or word processing and desktop publishing software.
- Business arithmetic, including percentages and decimals.
- Applicable federal, state, and local laws, codes, and regulations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, and coordinate the work of technical and administrative support staff.
- Provide staff leadership and work direction.
- Train staff in work procedures.
- Maintain accurate records and files, and prepare statistical reports.
- Make accurate arithmetic computations to determine overdue fees.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by college-level coursework in liberal arts, or a related field and two (2) year of paraprofessional library experience providing library services at a level equivalent to the County's class of Library Assistant II.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- A Library Technology Certificate, or an associate degree in library science is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including mainframe and desktop computers; vision to read printed materials and digital displays; the standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work is primarily performed indoors in a library setting, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work evenings and weekends as required. Must be willing to work at various branches as assigned.