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County of El Dorado
October 1996

PA# 8/SLA.1-2
Revised:

SENIOR SR. LIBRARY ASSISTANT

DEFINITION

Under general direction, leads, trains and performs work at a small branch library or performs the more complex and difficult specialized library administrative support, paraprofessional, technical and computer support and public contact work library and customer service duties; provides lead direction and training to assigned staff; provides circulation ~~desk~~ services at a branch library; uses and updates computer ~~data bases~~ databases; provides basic reference ~~services~~ service to patrons; conducts children's programs; ~~may provide lead direction to library support staff and volunteers and performs related duties as assigned.~~

DISTINGUISHING 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 ~~working lead and technical specialist advanced-level~~ within classification in the library support Library Assistant series. Incumbents ~~are responsible for planning and organizing work at an assigned branch and/or providing high-level paraprofessional expertise in such 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, computer operation and maintenance, reference or children's services.~~ Incumbents also provide lead direction and other supervision to clerical and technical library support services staff. Successful performance of the work requires the use of independence, initiative and discretion within established guidelines.

EXAMPLES OF DUTIES/TYPICAL JOB FUNCTIONS (Illustrative Only)

- ~~Works closely with community and volunteer groups to determine needs and enhance the provision of services.~~
- ~~Provides input into the budget process for assigned activities.~~
- ~~Provides a variety of complex technical and support services including ordering materials, downloading and/or creating bibliographic records, and participating in various technical service activities.~~
- ~~Creates flyers and handouts using desktop publishing and word processing software.~~
- 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 ~~such~~ reference information ~~as possible~~; 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 storytimes~~Children's Storytime and ~~other~~ programs ~~and~~; gives instructional tours.
- ~~Operates~~Performs standard office support work such as answering telephones, maintaining files, and operating computer terminals and other standard and library office equipment to access and modify various databases; performs general office support work.
- ~~When assigned as As~~ a lead worker ~~or~~within a large branch, or when assigned oversight to a small branch library, provides work directions, training, and ~~revie2~~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.
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- Assists with special projects developed to foster community engagement and awareness of Library programs and services.
- Performs related work duties as assigned.

~~Senior Library Assistant~~
~~Page Two~~

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.
- ~~Public desk etiquette and communication methods.~~
- Business arithmetic, including percentages and decimals. ~~Standard office practices and~~
- 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, including the use of standard office equipment and computers.
- ~~Basic supervisory principles and practices.~~

Skill in:

- ~~Interpreting and applying library procedures and policies.~~
- ~~Preparing clear, concise and complete reports and other written material.~~
- ~~Maintaining~~ Maintain accurate records and files, and ~~preparing~~ prepare statistical reports.
- ~~Coordinating multiple projects and meeting critical deadlines.~~
- ~~Making~~ Make accurate arithmetic computations to determine overdue fees.
- ~~Exercising sound~~ 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 established general policy, procedural, and legal guidelines.
- ~~Operating~~ Establish, maintain, and using standard office equipment including a computer.
- ~~Dealing tactfully~~ foster positive and effectively effective working relationships with a variety of individuals, including patrons, library staff and those contacted in the general public.
- ~~Planning, assigning, directing and reviewing the course of work of paid and volunteer staff.~~

Other Requirements:

- ~~Must possess a valid driver's license. Must be willing to work at other branches as required. Must be willing to work evenings and weekends as required.~~

Education and Experience:

~~One~~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. ~~A Library Technology Certificate, or an A.A. degree in Library Science is desirable.~~

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 ~~Note:~~ The above qualifications are a typically accepted way of obtaining the required knowledge and skills. 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.