



**CITY OF SANTA CLARA**  
invites applications for the position of:  
**Library Assistant I**

**SALARY:** \$27.15 - \$34.86 Hourly  
\$4,706.00 - \$6,043.00 Monthly  
\$56,472.00 - \$72,516.00 Annually

**OPENING DATE:** 12/16/16

**CLOSING DATE:** 01/06/17 04:00 PM

**EXAM WEIGHT:** 100% Oral, Qualifying Performance

**TENTATIVE EXAM INFORMATION:** (Open/Competitive Recruitment) Oral Exam: Week of January 23, 2017 (Tentative)

**DESCRIPTION:**

**Preferred Filing Date: Friday, January 6, 2017**

Applications must be filled out completely. Please do not substitute "see resume or see personnel file" in the employment history section of the application. For first consideration for this position, candidates must submit a **1) City Employment Application, 2) Current Resume, 3) Cover Letter, 4) Supplemental Questionnaire, and 5) Valid Typing Certificate showing ability to type 25 net words per minute** (Click [here](#) for Typing Certification Information Flyer), no later than 4:00 p.m. on the preferred filing date. Incomplete applications will not be accepted. This recruitment may remain open until filled.

The eligible list will be used to fill four vacancies; one part time (30 hours per week) position at the Northside Branch Library, two full time positions that may be at any library location and one full time position for all library locations in the Technology Division.

*Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test.*

*Candidates must attain a passing score on the examination process to qualify for the Eligible List. A department interview will be required prior to appointment.*

The Library Assistant I is the entry-level classification in the Library Assistant series. This classification provides general library services to patrons through a broad range of clerical, technology support and public assistance. With experience, Library Assistants may oversee a service function in a library program. The Library Assistant I may work in any division within the Library (i.e. Adult Services, Collection, Support Services or Youth & Extension).

**TYPICAL DUTIES:**

Duties include, but are not limited to, the following:

Under direct supervision:

- Checks library materials in and out for patrons and prepares materials for return to the circulating collection
- Registers new patrons by verifying identification, ensuring that the registration form is complete and entering appropriate information into online database
- Collects fees and overdue fines
- Opens and closes the library facility following established procedures
- Answers routine directional and informational questions in person and by telephone
- Solves basic problems involving procedures, staff and patrons
- Refers more difficult questions to appropriate library staff
- Uses personal computers and other library equipment to enter, edit and delete bibliographic, periodical, and patron record information in an online database, catalog and other files
- Performs copy cataloging and classification of library materials
- Retrieves and shelves books and other library materials
- Receives and sorts incoming mail and deliveries and prepares materials for mailing
- May prepare and maintain displays and exhibits
- May provide basic reference and reader's advisory services
- Performs other related duties as assigned

For Support Services Division:

- Maintain and update iPad/iPod/Chromebook/e-device inventory
- Maintain and load the 3M inventory wand for staff use
- Maintain and update Youth Services mobile Laptop lab
- Maintain Central and Northside AV meeting/program rooms
- Support Library staff with daily desktop support
- Monitor Command Center for selfcheck or gate issues and track statistics
- Monitor public computers across 3 locations
- Backup technology staff on Library homepage
- Backup technology staff on public computer backups
- Research and test new software and public technology trends
- Maintain and support both Techlogic sorting systems
- Troubleshoot public technology issues across multiple platforms
- Maintain all technology equipment inventories
- Remove and recycle old technology equipment
- Support Library staff for public computer classes
- Assist with special AV setups for City/Public meetings
- Work with Building Maintenance on special projects
- Research advanced features of public security software

**MINIMUM QUALIFICATIONS:**

EDUCATION AND EXPERIENCE

Minimum Requirements:

- Completion of sixty (60) semester units or ninety (90) quarter units from an accredited college or university; and
- One (1) year of recent full-time experience involving direct public contact and/or clerical work.

*Possible Substitutions:*

- Additional qualifying experience may be substituted for the required education on the basis of one (1) year of experience for thirty (30) semester units or forty five (45) quarter units

Desirable Qualification:

- 1 year of recent full time experience involving computer technical support

LICENSE/CERTIFICATE

- Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment
- Certification of the ability to type at a net rate of 25 wpm on a computer is required at time of application (Click [here](#) for Typing Certification Information Flyer)

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment.
- May be required to work evenings and weekends.
- Prior to hire, candidates will be required to successfully pass a pre-employment background check, which may include employment verification, a DMV record check, a criminal history check and Department of Justice (DOJ) fingerprinting. Any information obtained will be used to determine eligibility for employment in accordance with the law. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction when required will result in disqualification from the recruitment process.
- A medical examination will be required prior to appointment.

VETERAN'S PREFERENCE POINTS

This position qualifies for Veteran's Preference Points. Applicants who have separated from service (Active Duty Status) must submit proof of honorable discharge (Form DD214) with their application at time of filing.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- General types and uses of library materials
- Basic library terminology
- Modern office procedures and methods
- Library computer applications, databases and word processing software
- Basic mathematical principles

Ability to:

- Learn library practices and procedures, and the location of materials in the libraries
- Learn to operate computerized bibliographic, periodical, and circulation systems
- Perform a variety of library technical and clerical work with speed and accuracy
- Communicate clearly and concisely in English, both orally and in writing
- Understand and carry out both oral and written instructions
- Work accurately with numbers and the alphabet and arrange items in alphabetical and numerical order
- Troubleshoot a variety of technology problems, and report complex problems to the appropriate supervisor
- Type accurately at a net speed of 25 words per minute
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Recognize and resolve basic problems and exercise good judgment, particularly in stressful situations
- Maintain confidentiality regarding sensitive information

- Establish and maintain courteous and effective working relationships with those contacted in the course of work
- Work effectively, either independently or as part of a team to achieve common goals
- Respond to requests and inquiries from the general public in a tactful, courteous and effective way
- Work in a team based environment and achieve common goals
- Walk or stand for extended periods of time
- Lift and carry library materials and equipment weighing up to 25 lbs
- Bend, crawl, climb, stoop, reach, walk up and down stairs, and stand or sit for prolonged periods of time

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.santaclaraca.gov>

Position #83-16-526  
LIBRARY ASSISTANT I  
CD

1500 Warburton Ave.  
Santa Clara, CA 95050  
408-615-2080  
Fax: 408-985-0667

[humanresources@santaclaraca.gov](mailto:humanresources@santaclaraca.gov)

Equal Opportunity Employer

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### **Library Assistant I Supplemental Questionnaire**

- \* 1. Briefly describe a time where you received exceptional customer service. How did you incorporate one or more parts of the interaction into your own work?
- \* 2. Briefly describe your experience working in a rapidly changing environment and how did you manage changing priorities?
- \* 3. Describe your experience assisting customers with technology or implementing a technology upgrade.
- \* Required Question