



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

SALARY: \$35.38 - \$45.05 Hourly
\$6,132.00 - \$7,808.00 Monthly
\$73,584.00 - \$93,696.00 Annually

OPENING DATE: 07/24/17

CLOSING DATE: 07/31/17 04:00 PM

EXAM WEIGHT: 100% Oral

TENTATIVE EXAM INFORMATION: (Open/Promotional Recruitment) Oral Exam: Week of August 20, 2017 (Tentative)

DESCRIPTION:

Current opening for Branch Services

Preferred Filing Date: Monday, July 31, 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. To receive first consideration in the screening process, candidates must submit a **1) City Employment Application, 2) Resume, and 3) Supplemental Questionnaire** 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.

This is a paraprofessional supervisory position in the classified service. Positions in this class are responsible for the supervision and direction of a work unit comprised of paraprofessional, clerical and/or page staff.

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.

TYPICAL DUTIES:

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

Under general supervision:

- Implements library policies and procedures
- Plans, prioritizes, and reviews the work of staff assigned to a variety of paraprofessional and clerical duties in support of library
- Handles complex transactions
- Assists staff and the public in the interpretation of library policies and procedures

- Composes and prepares correspondence, memos, reports, and surveys
- Develops schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner
- Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures
- Serves as a member of library teams and on task forces
- May supervise volunteer staff

For Customer Service and Youth Services:

- Supervises the daily shelf maintenance of Central Library's adult, teen and children's collections, including the on-going shelving, shelf-reading, and shifting of these collections
- Schedules, supervises, trains, and evaluates pages assigned to unit in order to facilitate shelf maintenance duties
- Performs routine circulation duties
- Acts as unit lead in the absence of the Circulation Supervisor
- Prepares information and marketing materials such as signage, brochures, flyers, and pamphlets for library services, resources, and programs
- Initiates the testing, interviewing, selection, and hiring of library pages
- Works with assigned employees to improve performance and implements corrective action as required
- Plans and conducts regular page meetings

For Branch Services:

- Schedules and supervises the daily operation of a branch or Mobile Library
- Schedules staff, organizes work flow, and oversees customer service duties
- Performs routine circulation duties
- Checks materials in and out
- Interacts with other staff and the public
- May schedule staff to facilitate public service duties
- Schedules and coordinates outreach visits that include general library services as well as some programs and storytimes
- Drives bookmobile, selects and stocks materials for the bookmobile
- Supervises paraprofessional and library page staff
- Furnishes reference service using basic branch reference sources
- Collects fines and fees
- Establishes positive community relationships and partnerships
- Acts as unit lead in the absence of the senior staff

For Technical Services Unit:

- Performs routine bibliographic searches
- Enters and processes new order records
- Maintains appropriations, encumbrances, and expenditures in the Library's automation system
- Processes invoices and partial payments for Finance Department
- Prepares claims
- Prepares and edits purchase orders in the City's financial management system
- Receives and updates order records
- Maintains vendor files
- Compiles and prepares reports and statistics

MINIMUM QUALIFICATIONS:

Minimum Qualifications:

- Completion of 60 semester units or 90 quarter units from an accredited college or university; and
- Three (3) years recent full time experience involving customer service or paraprofessional library experience involving public service, one year of which shall be have been supervising the work of others or as a project leader.

Possible Substitutions:

- Additional college education may be substituted for the required experience on the basis of one (1) year of experience for 30 semester units.
- Completion of a two year Library Technology Associate of Arts degree may be substituted for one (1) year of the required experience.

LICENSE

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

OTHER REQUIREMENTS

- Performs physical tasks, such as lifting and moving library materials, stooping, reaching, and walking up and down stairs.
- Must be able to lift and carry library materials weighing up to 25 pounds.
- Must be able to perform all the essential functions of the job assignment.
- May be required to work evenings and weekends.
- May be required to drive large vehicles such as a bookmobile.
- 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.

PERMANENT CITY EMPLOYEES PREFERENCE POINTS:

Current permanent employee candidates who receive a passing score on the examination will have an additional five (5) points added to his/her final score.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Circulation, branch, or acquisitions procedures and practices
- Current personnel practices, including supervision, training, and evaluation of employees
- Automated library systems
- Principles and practices of team building
- Office safety practices, procedures and standards

Ability to:

- Safely drive a bookmobile
- Operate library equipment, such as computers, and use related software applications and databases effectively
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Recognize and resolve basic problems and exercise good judgment, particularly in stressful situations
- Communicate effectively, both orally and in writing
- Select, train, schedule, supervise, and evaluate the work of staff

- Effectively direct the activities of the assigned work unit
- Work in a team-based environment and achieve common goals
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Set up displays and promote library services and programs
- Work independently
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds to perform assigned duties

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

Position #45-17-754
SENIOR LIBRARY ASSISTANT
CD

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Santa Clara, CA 95050
408-615-2080
Fax: 408-985-0667

humanresources@santaclaraca.gov

Equal Opportunity Employer

Senior Library Assistant Supplemental Questionnaire

- * 1. Briefly describe your last visit to a public community event. Share some things that had the most impact for you and how libraries could benefit from them.
- * 2. In your opinion, what types of materials should be on a bookmobile and what would be your method for identifying items to add to the collection?
- * 3. Tell us about your customer service philosophy.
- * Required Question