

City of South San Francisco
Human Resources Department

Librarian I/II
Class Description

Definition

Under general supervision, performs professional library work that may be assigned to one or more areas of library operations and may be rotated among services, such as children's, adult reference, circulation, technical processing, branch library, and literacy services; incumbents may supervise the work of full-time, part-time, and volunteer staff; does related work as required.

Distinguishing Characteristics

The Librarian I is the entry level in the professional librarian series. At this level, incumbents learn and perform less complex or specialized work tasks, under closer supervision with less latitude for independent action. This class is alternately staffed at the II level and incumbents may advance to the higher-level class after gaining experience, demonstrating knowledge and skill, and consistently performing work of the higher-level classification.

The Librarian II is the experienced, journey-level in the professional librarian series. At this level, incumbents perform the full range of tasks common to the classification series, under less supervision, while exercising discretion and independent judgment within established guidelines.

Typical and Important Duties

1. Assists patrons in making effective use of library facilities, programs, services, equipment, collections, and online resources.
2. Accesses and retrieves information for library customers and city/library staff as requested; researches and responds to difficult or technical reference questions.
3. Plans, coordinates and implements library services and programs, both in the Library and at local events/meetings.
4. Prepares and distributes publicity and promotional materials using the most effective medium.
5. Manages, develops and promotes the print, non-print and online collections, constantly reviewing for currency and popularity.
6. Performs and coordinates the technical services aspects of collection management, including the acquisitions, cataloging, processing and online catalog maintenance functions.
7. Seeks, writes and administers grant programs and other special projects.
8. Provides coaching, training, leadership and mentoring to staff in all aspects of library service delivery; may directly supervise part-time or full-time staff and volunteers.
9. Responds to and resolves difficult or sensitive questions and problems with customers such as inappropriate conduct within the library, questions about library materials, policies, procedures and programs, fines and fees disputes, issuance of Library cards and other

privileges, and questions about freedom of information while maintaining appropriate confidentiality.

10. Coordinates assigned program functions with other Department units and other library systems.
11. Prepares reports, maintains, compiles and analyzes records and statistics for library projects, programs or services.
12. Monitors materials and supplies budget; may assume budget responsibility for projects or collections.
13. Analyzes customer and community needs and interests, including analysis of collection/customer usage data and makes recommendations for development of library services, programs, and collections based on findings.
14. Serves as the senior person within the division or department on an as needed or ongoing basis in the absence of a Library Program Manager and Director.
15. Maintains professional growth and development through a variety of activities which may include continuing education courses, seminars, conferences, and participation in professional organizations.
16. Proactively develops reasonable and viable solutions to problems that arise, as well as, actively working with the Library team to research and introduce potential improvements, create efficiencies, and provide improved community experience.
17. Performs related duties as assigned.

Job-related Qualifications

Knowledge of:

- Library principles, practices and procedures, including privacy, confidentiality and intellectual freedom in a library context.
- Procedures, methods, techniques and sources used in library work, including but not limited to technical services, collection development and maintenance, reference and reader's advisory services, programming and promotional methods. Books, authors and subject genres, reference and research sources and resources.
- Library automation, computer software and equipment, mobile devices, and e-readers.
- Library procedures, including circulation, cataloging, acquisitions and online searching.
- Current and upcoming technology and online resources and trends.
- Standard and online tools to promote library programs, services, and collections.
- General principles and practices of supervision and training.
- Community agencies' functions and resources.

Ability to:

- Effectively supervise library operations in the absence of senior library staff.
- Work independently and also as part of work groups, teams, committees.
- Develop skills in all service areas to teach and assist at any public service point of need.
- Stay current in new technologies that impact library and patron services and adopt new technologies for improved library services.

- Effectively utilize library collections, systems and equipment and train patrons and other staff on usage.
- Interact positively with a wide variety of patrons in a busy environment.
- Establish and maintain positive and cooperative working relationships with Library staff, PLS libraries, City Departments, local schools and other partners.
- Ability to know, interpret and carry out policies and procedures of the City and the Library.
- Identify and analyze data including community needs and interests to effectively plan and promote needed programs and services.
- Possess a “can do” attitude with enthusiasm to be an active team member in making the Library and all its programs the best in the state.
- Work accurately and consistently with attention to detail; cope with a busy workload.
- Effectively coach, instruct, direct, schedule, and supervise professional, paraprofessional, clerical staff and volunteers.
- Communicate effectively verbally, in writing, and via standard and online promotional tools, trainings and presentations.
- Maintain and develop the library’s intranet and internet services, including the library website, online resources, and social networking activities.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Have flexibility and eagerness to work as a team member in all areas/departments within the Library as needed.
- Exercise good judgment, flexibility, initiative, creativity and sensitivity in response to changing situations and needs.
- Work in a safe manner, following City safety practices and procedures.
- Troubleshoot equipment and software malfunctions in order to give clear information to City and Library System technical staff.
- Work scheduled hours including evenings and weekends.
- Maintain confidentiality regarding sensitive information.
- An empowered team member who can directly address community members (patrons) and proactively defuse an irate patron (if needed).

Skill In:

- Some positions require skill in speaking and writing fluently in English and another language.
- Expressing oneself clearly and concisely, both verbally and in writing.
- Entering and retrieving data with sufficient speed and accuracy to perform assigned work.
- Planning, organizing, prioritizing and presenting work.
- Establishing and maintaining effective working relationships with fellow staff members and those contacted in the course of the work.

- Responding to requests and inquiries from the general public in a tactful, courteous, and effective way.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

- Librarian I: None.
- Librarian II: Two years of progressively more responsible professional municipal library experience.

Training:

Both levels require a bachelor's degree from an accredited college or university and a master's degree in library science from a college or university accredited by the American Library Association.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials; push/pull loaded shelving carts.

Work Environment:

Mobility to work in a typical library setting.

Ability to:

Travel to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance; work irregular hours, including weekends and evenings.

Additional Information:

- Approved: April 2013
- Revised Date: August 1997, February 2002, June 2003, October 1993

- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/Non-exempt
- Job Code: Librarian I – A210, Librarian II – A240