

City of South San Francisco  
Human Resources Department

**Library Assistant I/II**  
Class Description

**Definition**

Under general supervision, performs a variety of clerical, technical, and paraprofessional duties in acquisitions, cataloging, classification, circulation, patron services, reference, and literacy services; assignments may entail substantial amounts of data entry and retrieval, technical assistance to patrons with printing, use of the public computers and other equipment; incumbents may direct the work of part-time and volunteer staff; does related work as required. Internal and external customer service is a primary role of both Library Assistant I (LAI) and Library Assistant II (LAII) classifications.

**Distinguishing Characteristics of the Library Assistant I and II Classes**

This series class specification defines and describes the two levels of paraprofessional work in the library series. Positions in the LAI class are distinguished from the higher-level classification in that this class performs routine clerical, technical and paraprofessional library duties following established procedures and under structured conditions. This is the entry-level classification in the paraprofessional library series and LAI applicants receive extensive on-the-job training to master the basic skills needed as well as the policies and procedures they will implement. At this level, incumbents learn and perform less complex or specialized work tasks, under closer supervision with less latitude for independent action.

The Library Assistant I class is alternately staffed with Library Assistant II and incumbents may advance to the higher-level class after gaining the necessary training and experience, demonstrating knowledge and skill, and consistently performing work of the higher-level class.

Positions in the LAII class differ from the LA I in the complexity of the tasks they perform as well as the amount of responsibility for supervision they exercise. Incumbents perform the full range of tasks common to the classification series, under less supervision, while exercising discretion and judgement within established guidelines. The LAII is the experienced, journey-level in the paraprofessional library series. LAII's are expected to take the lead on assigned projects, programs and outreach when assigned. They also will be expected to manage the training of new LAI's and initiate process improvements and streamlining of procedures. It is expected that the LAII's will be in charge of the Main or Grand Branch Libraries when a Supervising Library Assistant, Librarian or Management staff are absent.

**Typical and Important Duties**

1. Performs typical service desk duties including but not limited to patron account management, checking in/out materials, utilization of self-check equipment, assisting patrons with fines and fees payments and placing reserves, answering patron questions and requests.

2. Assists patrons in using and locating library materials and equipment; explains library services, rules, and procedures.
3. Locates library materials using online sources, indexes, and other bibliographic sources; assists in answering reference questions.
4. Orders, receives, processes library materials in all formats, and maintains appropriate records.
5. Arranges, presents and/or hosts community relations activities, library programs and displays.
6. Performs general clerical duties such as monitoring supplies, processing mail, processing fines and fees, keeping accurate records and maintaining files,
7. Provides customer service in person, by telephone, and electronically.
8. May be responsible for opening and/or closing a library facility according to established procedures.
9. May train and oversee the work of part-time and volunteer staff.
10. Supports the delivery of educational services for adults and/or children, including tutoring in basic skills, homework assistance and programming.
11. Assists in performing assessments to measure program and/or participants' progress, goals and objectives.
12. Serves as a liaison with program participants and other educational agencies to support service delivery.
13. Completes incidents and accidents reports as needed.
14. Drives the literacy vehicle to program sites and maintains cleanliness and order in the vehicle.
15. Compiles, maintains and prepares data for reports.
16. Performs related duties as assigned.

### **Job-related Qualifications**

#### **Knowledge of:**

- Basic library services, practices and terminology.
- Office methods, practices and procedures, standard software packages such as MS Office (Word, Excel, PowerPoint).
- The use and operation of computers and digital devices such as tablets and hand-helds, printers (including 3D) and Makerspace equipment.
- Basic practices that support excellent customer service, learning, community building, and outreach.
- General principles of giving assignments and providing direction.

#### **Ability to:**

- Effectively perform a variety of library clerical and technical work.
- Acquire a working knowledge of library policies, practices and procedures and the location of materials in the library.
- Ability to use the automated circulation system, computers and other automated versions of library services.

- Understand and carry out verbal and written directions.
- Communicate effectively in writing and orally to assimilate, understand, and convey information, in a manner consistent with job functions.
- Work irregular hours including evenings and weekends.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Lead groups and one-on-one activities.

Skill to:

- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Word processing at a net speed of not less than 35 words per minute from printed copy sufficiently to perform the work accurately and quickly.
- Operating and using computers and technical equipment as they relate to libraries and collections.
- Some positions require skill in speaking and writing fluently in English and a second language.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities, would be qualifying. LAIIs are expected to have mastered the duties described above and to demonstrate possession of the job related qualifications through prior experience. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

LAI: One year of clerical or paraprofessional experience, preferably in a library, literacy, or educational setting;

LAIIs: Three years of progressively more responsible clerical or paraprofessional experience involving public contact, preferably in a library, literacy, or educational setting.

Training:

Equivalent to graduation from high school for the LAI classification; equivalent to graduation from high school, supplemented by college coursework relevant to library operations for the LAII position. Additional qualifying education may be substituted for up to two years of the desired experience on a year-for-year basis. LAII's may have supplemental college coursework

relevant to library operations, or additional qualifying education such as an associate's degree from an accredited college with major coursework in library science.

### **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 pounds of equipment and materials.

#### **Work Environment:**

Mobility to work in a typical library, classroom, or mobile unit setting; use standard office equipment, including a computer.

#### **Ability to:**

Travel to different sites and locations; drive safely 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: December 2016
- Revised Date: October 1993, August 1997, June 2003, November 2012
- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/Non-exempt
- Job Code: Library Assistant I - A220, Library Assistant II - A215