



August 13, 2014

## JOB OPPORTUNITY

If it's a challenging position you're looking for, we have the ideal job for you.

<b><u>CLASSIFICATION:</u></b>	<b><i>LIBRARY TECHNICAL ASSISTANT I</i></b>
<b><u>TENURE/TIME BASE:</u></b>	<b><i>PERMANENT/FULL TIME</i></b>
<b><u>BUREAU/SECTION:</u></b>	<b><i>SLS/INFORMATION SERVICES SECTION</i></b>
<b><u>SALARY:</u></b>	<b><i>\$2,826 - \$3,539</i></b>

**SUMMARY:** Under the direct supervision of the Supervising Librarian, the incumbent helps coordinate interlibrary borrowing and lending, provides public services to library patrons, and works with other California State Library (CSL) staff to maintain CSL's collections.

### **DUTIES:**

- **Interlibrary Borrowing.** Receives requests from state employees for publications that CSL does not hold. Uses OCLC's WorldCat, standard indexes, and databases to verify book title and journal article citations and to identify libraries that hold needed publications; then requests and receives these publications, meeting necessary deadlines. Maintains records of publications borrowed and tracks due dates, to ensure timely return of borrowed materials to other libraries. Pursues overdue material. Maintains interlibrary borrowing statistics and compiles statistical data reports. Also assists in fulfillment of outgoing interlibrary loan requests for materials that CSL holds.
- **Public Services.** Provides services to state employees, members of the public, and to other libraries. These services involve in-person, telephone, e-mail, and other online transactions. Services include (1) orienting patrons to the information products of the California State Library; (2) triaging incoming reference/information questions, answering simple to moderately-difficult questions and referring complex research questions to librarians; (3) verifying the eligibility of patrons for various library services and database access; (4) creating and revising patron registration records; (5) charging, discharging, and renewing library materials, following library policies; (6) preparing documentation for billing patrons and libraries for lost materials; (7) assisting patrons with library equipment such as computers, printers, and scanners; and (8) communicating library policies and procedures. Monitors incoming requests for library materials and fills these requests in a timely manner.
- **Collection Maintenance.** Retrieves materials from library stacks to fill patron requests; re-shelves library materials; reads shelves as needed to ensure books are filed in correct call number order; shifts materials to accommodate growth; assists collection selectors by searching the catalog for existing titles and subject concentrations, by checking condition of current volumes, and by compiling order lists; creates item records and barcodes materials; files and interfiles non-book materials.
- **Supplies and Timekeeping.** Monitors Information Services Section (ISS) supplies. Contacts vendors for supply bids and prepares supply orders. Tracks supply expenditures and reconciles those expenditures to the ISS supply budget. Serves as ISS timekeeper.

- **Miscellaneous.** Participates in State Library study groups and serves on State Library committees, especially the committees implementing the Library's strategic plan. Contributes to research and reports as requested by the section's Supervising Librarian, the Chief of State Library Services, and the State Librarian's Office. Assists with State Library outreach activities.

#### **KNOWLEDGE AND ABILITIES:**

- Knowledge of the theories, trends and practices of library paraprofessional work.
- Basic knowledge of library classification systems, bibliographic records, holdings records, and item records.
- Knowledge or experience registering library patrons and maintaining patron database records.
- Knowledge of basic reference service to library patrons in person, online, by mail and on the phone.
- Knowledge of library collection shelving and maintenance practices.
- Knowledge of computer operating systems and standard office software programs.
- Ability to explain to patrons how to use library electronic equipment such as computers, printers, and scanners.
- Ability to understand workflows and follow procedures for accomplishing work duties efficiently.
- Ability to maintain good relations with the public and library staff.
- Ability to evaluate situations accurately and take effective action, using analytical thinking and attention to detail.
- Ability to interpret guidelines and independently apply them.
- Is familiar with, and demonstrates a strong commitment to, the library's mission, vision, and values.

#### **INTERPERSONAL SKILLS:**

- Speaks courteously and tactfully and writes effectively.
- Maintains positive relationships with patrons, library staff, volunteers, and student workers.
- Works effectively with colleagues who have diverse backgrounds, personalities, and approaches to work.
- Works effectively with patrons who have diverse backgrounds and personalities.
- Treats all patrons and staff with courtesy and consideration.
- Listens carefully to patron requests, asking open questions when necessary.

#### **PHYSICAL ABILITIES:**

- Ability to sit for extended periods of time at public services desks and in staff offices.
- With assistive technology, if necessary, ability to operate a PC for extended periods of time.
- Ability to operate microfiche/microfilm machines and scanners.
- Ability to handle large, heavy, and awkward library books and other library materials.
- Ability to climb stack ladders and stoop to reach bottom shelves in the stacks.
- Ability to move book trucks holding up to 100 pounds of weight and to lift up to 35 pounds.
- Ability to turn handles on compact shelving units filled with library materials.

#### **WORK ENVIRONMENT:**

- Uses a PC for extended periods of time in an office environment.
- Is a member of a team providing public service and technical processing during normal library business hours of 8:00 AM-5:00 PM, Monday through Friday.
- Manages various customer needs while answering questions and while providing research assistance in person, on the telephone, and through the library's reference tracking software and other electronic means.

#### **APPLICATION PROCESS:**

Individuals who are eligible for a list appointment, transfer or reinstatement to this class should send an application to the California State Library, Human Resources Services, P.O. Box 942837, Sacramento, CA 94237-0001. Applications may also be delivered in person to the HRSO Drop Box, Library Building, 900 N Street, First Floor. **All applicants must clearly indicate the basis for their eligibility in "Examination(s) or Job Title(s) for which you are applying" on the standard application form (STD 678). All methods of appointment will be considered and 120 day candidate pool will be established for subsequent vacancies. Applications will be accepted until August 22, 2014. ALL APPOINTMENTS ARE SUBJECT TO STATE RESTRICTIONS OF APPOINTMENTS (SROA) PROVISIONS. SURPLUS EMPLOYEES ARE ENCOURAGED TO APPLY. Applications will be screened and only the most qualified candidates will be interviewed.**

#### **EQUAL OPPORTUNITY EMPLOYER**