

SHADED AREA FOR HUMAN RESOURCES ONLY

		DATE 10/25/2016	H.R. APPROVAL AMD
PC # 2201/2288/2297		POSITION NUMBER (Agency - Unit - Class - Serial) 175-104-1307-001/002/004	
BUREAU SECTION State Library Services		CLASS TITLE Library Technical Assistant I	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		INCUMBENT Vacant	
YOU ARE A VALUED MEMBER OF THE CALIFORNIA STATE LIBRARY'S (CSL) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE CSL TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1-4 SENTENCES) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the supervision of the Principal Librarian and the lead of the LTA II Supervisor, the incumbent performs technical processing for State and Federal Depository Library Program (FDLP) documents, assists with the operations of the Federal and California depository programs, works at reference desks, and provides services to California state employees, members of the public, and to other libraries.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.		
	ESSENTIAL FUNCTIONS:		
60%	Processes State, FDLP, and non-depository government publications; accessions serial issues using the acquisitions module of the library's integrated library system (ALEPH); creates holdings and item records for publications; updates bibliographic records; processes and tracks depository claims; processes depository disposal lists; creates shelf list cards for the U.S. shelf list; keeps statistics of materials handled.		
25%	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, but are not limited to: orienting patrons to the information products of the California State Library; triaging incoming reference/information questions, answering simple to moderately-difficult questions and referring complex research questions to librarians; verifying the eligibility of patrons for various library services and database access; creating and revising patron registration records; charging, discharging, and renewing library materials, following library policies; preparing documentation for billing patrons and libraries for lost materials; assisting patrons with library equipment such as computers, printers, and scanners; and communicating library policies and procedures. Monitors incoming requests for library materials and fills these requests in a timely manner.		
10%	Shelves library materials, keeping library stacks in order; reads shelves as needed to ensure books are arranged in correct call number order; shifts materials in the stacks to accommodate growth; retrieves materials from the library stacks to fill patron requests; discards superseded library materials; barcodes materials as assigned; performs loose-leaf filing and interfiling; scans materials and makes printed copies, as needed, for document delivery purposes.		
	MARGINAL FUNCTIONS:		
5%	Participates in State Library study groups and serves on State Library committees. Provides research and reports as requested. Other duties as assigned.		

Supervision Received

The Library Technical Assistant I is under the supervision of the Principal Librarian and the lead of the Library Technical Assistant II Supervisor.

Supervision Exercised

There is no supervision exercised with this position.

Administrative Responsibility

There is no administrative responsibility associated with this position.

Personal Contacts

The Library Technical Assistant I has frequent contact with library staff to discuss workload, assist patrons, and resolve issues; and frequent contact with library patrons to assist with various customer needs while answering questions and providing research assistance in person, on the telephone, and through the library's reference tracking software and other electronic means.

Actions and Consequences

The consequence of error is significant. Frequent and/or significant errors in processing or shelving library materials could lead to inability of users to identify titles and holdings of needed materials, false or misleading bibliographic reports, and missing materials. Frequent and/or significant errors in services could lead to state employees and the public receiving incorrect or inadequate information, degradation of customer service quality, and public loss of confidence in the California State Library, leading to loss of institutional credibility.

Functional Requirements

The Library Technical Assistant I must have the ability to access materials located on compact shelving units including material that may be at floor level or over five (5) feet off the ground; move book trucks holding up to 100 pounds of weight and to move and position objects weighing up 35 pounds including large, and awkward library books and other library materials; retrieve information from microfiche/microfilm machines and to digitize information using scanners. The incumbent works 40 hours per week in an office setting, with artificial light and temperature control and works at a public information desk. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with library work.

KNOWLEDGE AND ABILITIES:

1. Knowledge of the theories, trends and practices of library paraprofessional work.
2. Basic knowledge of library classification systems, bibliographic records, holdings records, and item records.
3. Knowledge or experience registering library patrons and maintaining patron database records.
4. Knowledge of basic reference service to library patrons in person, online, by mail and on the phone.
5. Knowledge of library collection shelving and maintenance practices.
6. Ability to explain to patrons how to use library electronic equipment such as computers, printers, and scanners.
7. Ability to understand workflows and library procedures to accomplish work duties efficiently, with attention to detail.
8. Ability to maintain good relations with the public and library staff.
9. Ability to evaluate situations accurately and take effective action.
10. Ability to interpret guidelines and library policies and consistently apply them.
11. Ability to communicate effectively.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

I CERTIFY THAT THIS JOB DESCRIPTION REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS JOB DESCRIPTION TO THE EMPLOYEE NAMED ABOVE.

SUPERVISOR'S NAME (PRINT)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE JOB DESCRIPTION AND I CERTIFY THAT I POSSESS ESSENTIAL PERSONAL QUALIFICATIONS INCLUDING INTEGRITY, INITIATIVE, DEPENDABILITY, GOOD JUDGMENT, AND ABILITY TO WORK COOPERATIVELY WITH OTHERS; AND A STATE OF HEALTH CONSISTENT WITH THE ABILITY TO PERFORM THE ASSIGNED DUTIES AS DESCRIBED ABOVE WITH OR WITHOUT REASONABLE ACCOMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR SUPERVISOR WHO WILL DISCUSS YOUR CONCERNS WITH THE HEALTH AND SAFETY OFFICER.)

EMPLOYEE'S NAME (PRINT)	EMPLOYEE'S SIGNATURE	DATE
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