

SHADED AREA FOR HUMAN RESOURCES ONLY

		DATE 12/23/15	H.R. APPROVAL J.P.
PC # 2215	POSITION NUMBER (Agency - Unit - Class - Serial) 175-103-1307-003		
BUREAU SECTION State Library Services – California History Section	CLASS TITLE Library Technical Assistant I		
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	INCUMBENT		
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 Library Technical Assistant II (Supervisor), the incumbent provides public services to library patrons, works with other California State Library (CSL) staff to maintain CSL's collections, processes interlibrary loan requests, and performs a variety of other paraprofessional library duties.			
% 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:		
30%	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, 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 electronic patron registration records; charging, discharging, reserving, and renewing library materials, following library policies; assisting patrons with image research; receiving and processing photographic and photocopy orders; 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.		
30%	Interlibrary Loans. Assists with the processing of interlibrary loan (ILL) requests. Maintains paper and electronic files connected with ILL requests. Answers questions about CSL's ILL policies and procedures. Keeps statistics on ILL transactions. Charges materials to ILL borrowers. Prepares ILL materials for mailing. Picks up and discharges all returned ILL materials. Registers libraries. Pursues overdue ILL materials.		
20%	Collection and Catalog Maintenance. Preserves rare materials. Creates item records and modifies holdings records. Assists with photo collection research and reproduction operations. Conducts searches for missing materials. Assists in filing complex and rare special collections materials including maps, rare books and original art works. Helps with collection shifts and shelf reading projects. Prepares materials for boxing, labeling, binding, shelving or repair. Annotates shelf list files with updates and/or additions. Verifies cataloging for special collections materials. Updates online and computer databases to reflect changes in item records. Utilizes software programs to track data connected with the maintenance of special collections materials. Keeps statistics on completed work.		
10%	Timekeeping. Serves as the California History Section timekeeper and as liaison to CSL's Human Resources Services Office.		
	MARGINAL FUNCTIONS:		
5%	New Acquisitions. Assists in processing and barcoding new acquisitions. Searches for existing item records. Prepares and inspects new newspaper and periodical microfilm. Keeps statistics on new acquisitions.		

JOB DESCRIPTION (6/08)

5%

Miscellaneous. Assists section supervisors in staff training. Updates procedure manuals and informational handouts. 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 Library Technical Assistant II, 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 library procedures to accomplish work duties efficiently, with attention to detail.
- Ability to maintain good relations with the public and library staff.
- Ability to evaluate situations accurately and take effective action.
- Ability to interpret guidelines and library policies and consistently apply them.
- Is familiar with, and demonstrates a strong commitment to, the library's mission, vision, and values.

DESIRABLE 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.

WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED TO PERFORM DUTIES:**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.

PHYSICAL ABILITIES:

- Ability to operate a PC for extended periods of time.
- Ability to retrieve information from microfiche/microfilm machines and to digitize information using scanners.
- Ability to move large, heavy, and awkward library books and other library materials.
- Ability to access materials at floor level as well as over five (5) feet off the ground.
- Ability to move book trucks holding up to 100 pounds of weight and to move and position objects weighing up to 35 pounds.
- Ability to access materials located on compact shelving units.

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

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 ACCOMMODATION. (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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