



December 30, 2014

JOB OPPORTUNITY

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

<u>CLASSIFICATION:</u>	<i>LIBRARY TECHNICAL ASSISTANT I</i>
<u>TENURE/TIME BASE:</u>	<i>PERMANENT/FULL TIME (Two [2] Positions Available)</i>
<u>BUREAU/SECTION:</u>	<i>STATE LIBRARY SERVICES/CALIFORNIA HISTORY SECTION</i>
<u>SALARY:</u>	<i>\$2826 - \$3539</i>

SUMMARY: 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.

DUTIES:

- **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.
- **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.

- **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.
- **Timekeeping.** May serve as the California History Section timekeeper and as liaison to CSL's Human Resources Services Office.

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:

- Ability to speak courteously and tactfully and write effectively.
- Ability to maintain positive relationships with patrons, library staff, volunteers, and student workers.
- Ability to work effectively with colleagues who have diverse backgrounds, personalities, and approaches to work.
- Ability to work effectively with patrons who have diverse backgrounds and personalities.
- Ability to treat all patrons and staff with courtesy and consideration.
- Ability to listen carefully to patron requests, asking open-ended questions when necessary.

PHYSICAL ABILITIES:

- Ability to operate a personal computer 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.

WORK ENVIRONMENT:

- Uses a personal computer 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 a standard state application (STD 678) to the California State Library, Human Resources Services, P.O. Box 942837, Sacramento, CA, 94237-0001. The STD 678 can be accessed through the CalHR website at www.CalHR.ca.gov. Applications may also be delivered in person to the Human Resources Services Office drop box, California State Library, 900 N Street, First Floor, Sacramento, CA, 95814.

All applicants must clearly indicate the basis for their eligibility in the “Examination(s) or Job Title(s) for which you are applying” section on the standard state 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 January 12, 2015.

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

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the State of California to achieve a drug-free workplace. Any applicant for state employment is expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the laws of the state, the rules governing civil service and the special trust placed in public servants.