



October 4, 2013

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</i>
<u>BUREAU/SECTION:</u>	<i>SLS/BRAILLE AND TALKING BOOK LIBRARY</i>
<u>SALARY:</u>	<i>\$2771-\$3369</i>

SUMMARY: Under the direct supervision of the Supervising Library Technical Assistant II, Readers Advisory Services, the incumbent provides Readers Advisory services and technical support for patrons of the Braille and Talking Book Library (BTBL).

DUTIES:

Readers Advisory

- Serves as a reader advisor, issuing books and machine readers to eligible patrons using the Keystone Library Automation System (KLAS); helps patrons choose reading materials according to genres, authors, subject areas, and other reading preferences using KLAS and/or the National Library Service for the Blind and Physically Handicapped (NLS) Web site, using knowledge of nonprofit and commercial sources, and using additional readers advisory reference resources.
- Assists patrons with the Braille and Audio Reading Download (BARD) Web site and manages BARD accounts as needed.
- Handles retrieval of overdue materials.
- Monitors book availability (missing book titles or insufficient copies), requesting more copies as needed.
- Stays current on popular book titles, authors, and other reader services using the national listserv, NLS bulletins, and other sources and publications.
- Participates in national NLS network and readers advisory listservs.

Technical Support

- Administers loan and borrowing requests for specialized media (interlibrary loan service).
- Administers transfers of patron accounts to and from other NLS Network libraries.
- Answers reception phones and supplies handout materials to patrons.
- Contacts new patrons to verify information and inform them of BTBL services.
- Attends staff meetings (Outreach/Programs, Reader Advisory, and general staff meetings); writes and distributes meeting minutes.
- Maintains statistics as required.

Public Services

- Provides coverage at the BTBL public service desk.
- Provides information and referral services using Internet and other resources.
- Assists patrons with computers, printers, scanners, closed circuit TV, Braille embossers, assistive technology software, and other adaptive hardware.
- Answers ready reference questions using the BTBL collection, relevant reference sources, print and electronic tools, and refers more difficult reference questions to the supervisor or BTBL reference librarians.
- Provides other public services as needed.

DESIRABLE QUALIFICATIONS:

- Ability to operate as an agent on BTBL's Automated Call Distribution system.
- Ability to complete tasks within agreed-upon standards of accuracy and timeliness.
- Ability to effectively communicate technical issues concerning computers, library databases and digital equipment to patrons and others who have little or no technical knowledge.
- Ability to answer and return phone calls promptly.
- Ability to maintain good relations with the public and library staff.
- Ability to evaluate situations accurately and take effective action.
- Ability to correctly and independently interpret and apply customer service regulations, guidelines, policies and procedures for NLS, BTBL, and CSL.
- Ability to prioritize workflow issues and communicate clearly with section heads, program managers and staff.
- Ability to identify and resolve minor PC problems.
- Ability to work both independently and in a team environment.
- Communicate thoughts clearly, orally and in writing.
- Ability to work with BTBL patrons, State Library patrons, other support staff, supervisors, and volunteers.
- Willingness to learn new things and embrace change.
- Ability to effectively work with people with disabilities, especially those with visual impairment.
- Exhibit a positive and friendly service approach when dealing with staff and contacts.
- 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 scanners.
- Ability to handle large and heavy library books and other library materials.
- Ability to climb stack ladders to retrieve library materials on tall shelves and ability to stoop to reach bottom shelves in the stacks.
- Ability to move book trucks holding up to 100 pounds of weight.
- Ability to turn handles on compact shelving units filled with library materials.

KNOWLEDGE AND EXPERIENCE:

- Knowledge of basic library services and cataloging practices, as they apply to BTBL's collection and automation system.
- Knowledge of fiction and nonfiction genres, current and historical authors, titles, and subjects within recreational reading collections.
- Knowledge of BTBL operations and of reader advisory functions.
- Knowledge of computers and standard office software programs, including Microsoft Excel, Word, Access, and Outlook Email. Database and Tablet (including apps) experience a plus.

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 & Courts Building II, 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). Applications will be accepted until filled. 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