



October 3, 2014

JOB OPPORTUNITY

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

CLASSIFICATION: *LIBRARY TECHNICAL ASSISTANT I*

TENURE/TIME BASE: *PERMANENT/FULL TIME*

BUREAU/SECTION: *SLS/WITKIN STATE LAW LIBRARY*

SALARY: *\$2826 - \$3539*

SUMMARY: Under the direct supervision of the Supervising Library Technical Assistant II, the incumbent provides paraprofessional support to CSL operations, answers simple reference and directional questions, provides circulation services, processes interlibrary loans, and participates in collection maintenance activities. Incumbent is a member of the information services team that provides services to all CSL patrons.

DUTIES:

- **Public Services:** Staffs CSL public service desks. Monitors e-mail and other electronic messaging systems. Assists patrons and professional staff in answering simple reference and directional questions, using the research collection, online databases, and the Internet. Completes and tracks reference questions in the library's automated reference tracking system. Assists patrons with bibliographic searches and the use of library materials in all formats. Orients patrons to library equipment. Performs simple maintenance of library equipment. Pages library materials for patrons, notifies patrons when materials are ready to be used or charged out, and re-shelves materials in library stacks. Scans or faxes content to patrons. Explains library policies and procedures in a professional and courteous manner.
- **Collection Maintenance:** Oversees daily shelving routines and identifies priorities to minimize backlogs. Maintains microform files, including daily re-filing of microform items. Maintains current legal newspaper collection both in paper and microform. Updates and files loose leaf supplements and revisions. Creates item records and barcodes the Law collection. Prepares, delivers, and retrieves items for CSL's Preservation Department. Maintains city and county code collections. Assists with stack maintenance duties, including shelf-reading, shifting and straightening.
- **Circulation Duties:** Registers borrowers and computer users and updates existing patron records. Charges and discharges library materials. Using the OCLC interlibrary loan subsystem, processes, fulfills, and discharges interlibrary loan requests. Updates information for borrowing libraries. Maintains statistics for interlibrary loans. Assists with the processing of overdue materials.
- **Miscellaneous Duties:** 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 supervisors, 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 bibliographic, holdings, and item records, library classification systems, and subject analysis.
- 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.
- Ability to operate a PC for extended periods of time, using assistive technology, if necessary.
- 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.
- 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 October 17, 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