

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Library Assistant I Library Assistant II	<b>Job Family:</b> 4 4
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 6 10

**Definition:** To provide information and customer assistance in the use of Library materials, resources, and services; to process account and financial transactions, assist customers with the basic functions of library equipment, and to assist professional staff with programs and services.

**Distinguishing Characteristics:**

Library Assistant I: This is the entry-level class in the Library Assistant series. This class is distinguished from the Library Assistant II series by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Receives immediate supervision from professional, supervisory, or higher-level paraprofessional staff. Receives functional or technical supervision from higher-level paraprofessional or professional staff.

Library Assistant II: This is the full journey-level class within the Library Assistant series. This class is distinguished from the Library Assistant I by the level of experience and full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are able to use independent judgment to determine a course of action based on standard policies and procedures. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives general supervision from supervisory or professional staff. May exercise technical supervision over other paraprofessional positions and hourly staff.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Provide excellent customer service by welcoming and assisting customers in the use of Library materials, resources, programs, and services.

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2. Answer basic informational questions from customers related to services, programs, electronic resources, catalog and item searches, and policies and procedures. Explain and demonstrate basic computer functions such as logging into and printing from a public computer, in addition to basic catalog functions such as searching, placing a request, registering for a Library card, etc.
3. Use and operate library technology systems and software to open new customer accounts, update accounts, process payments, make reservations for study rooms and other services, and provide orientation of the Library services, policies, and procedures to customers.
4. Receive and process payments; handle and count cash; reconcile cash drawer; prepare transmittals; and update the Library database.
5. Resolve customer issues in a proactive and positive manner. Refer in-depth reference questions appropriately to professional staff.
6. Monitor and troubleshoot automated check-out, check-in, and sorting systems; assess equipment operations issues and report major problems appropriately; set up equipment for programs, submit facility work orders, and order supplies. Assist customers with automated check-out and check-in systems; sort and transport Library materials.
7. Perform related customer, account, and materials support work as assigned; assist professional staff related to Library programs and events, including room setup, posting flyers, and posting content on social media.
8. May have additional assigned area of responsibility such as customer correspondence, accounts maintenance, records maintenance, or materials distribution.
9. May be assigned to the Mobile Library, including responsibility to drive the Mobile Library vehicle as needed.
10. Participate in department and Citywide meetings and committees as assigned.
11. Perform other related duties as assigned.

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**Minimum Qualifications:**

Library Assistant I

Knowledge of: English usage, spelling, grammar, and punctuation; computer software and customer service practices.

Ability to: Communicate clearly and concisely, both orally and in writing; provide exceptional customer service; learn Library classification, filing systems, and organization; learn Library terminology and procedures related to area of responsibility; learn Library and other computer software and operate a computer and related technology; communicate and work effectively with the public and staff; lift heavy objects as necessary; understand and follow instructions in order to complete assignments efficiently and accurately and handle financial transactions.

Library Assistant II

In addition to the minimum qualifications for Library Assistant I:

Knowledge of: Library terminology and classification system; Library software; standard library operations, procedures, policies and processes.

Ability to: Work independently; reconcile cash drawer and prepare transmittals; be responsible for a defined work area; use assigned equipment, including computers, equipment, and the Library's automated equipment; use independent judgment as needed to complete work and/or assist; verbally communicate effectively with the public; and establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Library Assistant I

One year of library or customer service experience. Equivalent to the completion of the 12th grade.

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Library Assistant II

Two years of experience performing duties similar to a Library Assistant I in the City of Mountain View. One year of customer service experience may be substituted for one year of experience similar to a Library Assistant I. Equivalent to the completion of the 12th grade.

**Required Licenses or Certificates:** May need to possess a valid California Driver License as required by the position.

**Working Conditions:** Required to work regular evenings, weekends, and some holidays. Physical labor is required, including bending, reaching, pushing, lifting, and carrying items weighing up to 40 pounds.

Established: January 1994

Revised: July 2021

HRD/CLASS SPECS  
Library Assistant I/II