

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Senior Library Assistant	<b>Job Family:</b> 4
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 14

**Definition:** To perform the most complex paraprofessional and technical duties related to a specific Library program and functional area, such as Customer Service, Adult and Youth Services, and/or Acquisitions, and to provide responsible paraprofessional and technical assistance to the Librarians and upper management.

**Distinguishing Characteristics:** This is the advanced journey-level class in the Library Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including responsibility for a functional service area. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and knowledgeable about Library policies and services.

Receives direction from professional and/or supervisory staff.

Exercises technical and functional supervision over paraprofessional and/or hourly staff.

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

1. Organize, coordinate, and oversee tasks or services within an assigned functional area within the Library. Functional areas include Customer Services, Adult and Youth Services, and Acquisitions.
2. Assist in developing and implementing policies and procedures related to assigned functional area.
3. Respond to and resolve customer queries and problems in functional area.
4. Maintain accurate recordkeeping systems and compile and prepare reports, statistics, and other data related to functional area; verify and resolve errors and problems; prepare related documentation.
5. Operate various computers and technology-related equipment, systems, and library and/or vendor software; initiate, receive, reconcile information, verify data, maintain records, and process complex functional tasks. May have primary oversight responsibility of an assigned system(s).

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6. May recruit, supervise, train, and evaluate assigned paraprofessional and/or hourly staff.

Depending on assigned functional area, duties may also include, but are not limited to:

7. Assist customers by answering general questions, assist with Library account issues, and explain Library borrowing policies and fines to customers.
8. Review transaction records and identify overdue materials; use automated systems to prepare overdue billing and receive and record payments.
9. Process appropriations, encumbrances, and expenditures in the Library's automated fund accounting system; assign proper funds and index codes, apply credits, and track spending; communicate with vendors to execute work and resolve accounting and processing issues.
10. Support and work on the Bookmobile; may drive the Bookmobile vehicle.
11. Administer and oversee Link+ resource-sharing service.
12. Assist customers by performing reader's advisory services, answer general reference questions, and instruct customers in the use of Library catalogs and other automated/technology resources.
13. Assist with coordination of Library programs and classes.
14. Assist with collection development.
15. Perform related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Library policies and procedures; library classification and filing systems; library materials, programs, and services; library information services and computer applications in a library environment; excellent customer service skills; aptitude for math and general financial processes.

Ability to: Coordinate and oversee a functional area of assignment; reason through a problem and apply a sound solution; use computer software to access and update a variety of information in the library environment; work accurately and identify errors; maintain records; train and supervise work of staff; lift heavy objects as necessary; communicate clearly and concisely, both orally and in writing; work as a team and establish and maintain effective work relationships with those contacted in the course of work.

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

Two years of experience performing paraprofessional or technical duties in a library setting equivalent to a Library Assistant II or Library Technician in the City of Mountain View; education equivalent to an associate of arts degree. A bachelor's degree from an accredited college or university is highly desirable.

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

Established: January 1994

Revised: March 2018

HRD/CLASS SPECS

Senior Library Assistant