



December 23, 2015

## JOB OPPORTUNITY

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

<b><u>CLASSIFICATION:</u></b>	<b><i>LIBRARY TECHNICAL ASSISTANT I</i></b>
<b><u>TENURE/TIME BASE:</u></b>	<b><i>PERMANENT/FULL TIME</i></b>
<b><u>BUREAU/SECTION:</u></b>	<b><i>STATE LIBRARY SERVICES/CALIFORNIA HISTORY SECTION</i></b>
<b><u>SALARY:</u></b>	<b><i>\$2897 - \$3627</i></b>

**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:**

If you're new to employment with the State of California, you must pass an open examination before applying for job openings. More information on the process can be found at: <https://jobs.ca.gov/>.

Interested individuals who currently work for the state of California, either as an **Library Technical Assistant I** or in some other classification that is eligible to transfer into the **Library Technical Assistant I** classification; former California state employees who can reinstate into this classification; and/or persons who are reachable on a current employment list for the **Library Technical Assistant** classification are eligible to apply.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please review the classification specification at <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>, and enter the Classification Code or class title you wish to review. Possession of minimum qualifications will be verified prior to interview and/or appointment.

If it is determined a list eligible applicant does not meet the minimum qualifications, the application will be forwarded to the State Personnel Board for review and the applicant's name may be removed from the eligibility list.

SROA and Surplus candidates are encouraged to apply. Appointment is subject to SROA and State Surplus policies. Surplus candidates must submit a copy of their surplus status letter.

All methods of appointment will be considered, and a 120-day candidate pool will be established for subsequent vacancies.

All interested applicants **must submit:**

1. A standard State Examination/Employment **Application** form (STD 678, Rev. 10/2013) **with original signature**. The STD 678 can be accessed through the CalHR website at [www.CalHR.ca.gov](http://www.CalHR.ca.gov). Applications must **clearly indicate the basis of eligibility** (list, transfer, SROA, Surplus, Re-employment, Reinstatement, Training and Development Assignment, etc.) Failure to do so may result in not being considered for an interview. If you are eligible because you are on a list, you may simply write "list eligibility;" you do not need to indicate which type of list.
2. All required **supporting documents** for the classification as identified in the classification specification (i.e. transcript/diploma, license and/or required certificate).

Application packages may be submitted to the:

California State Library  
Human Resources Services Office  
Attention: Jill Peters  
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, Sacramento, California, 95814, on the first floor.

Applications will be screened and evaluated based on eligibility and desirable qualifications and only the most qualified applicants will be considered for an interview.

**Final Filing Date: January 15, 2016**

### **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.