



**CITY OF SANTA CRUZ**  
invites applications for the position of:  
**Library Assistant III**

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**SALARY:** \$3,409.00 - \$5,286.75 Monthly  
\$40,907.98 - \$63,441.04 Annually

**OPENING DATE:** 04/19/19

**CLOSING DATE:** 05/09/19 05:00 PM

**THE POSITION:**

Under general supervision, a Library Assistant III is a skilled paraprofessional that requires competency at the Library Assistant I and II levels plus advanced paraprofessional knowledge, skill, and ability. The Library Assistant III is responsible for the basic, daily operations of a library branch, specialized services or performs as assistant branch manager under the Library Assistant IV at the downtown branch.

*Please note: The eligibility list established from this recruitment may be used to fill other Library Assistant III vacancies during the life of the list.*

Selection Timeline: (Note: The following process may be changed as deemed necessary by the Human Resources Director.)

**Recruitment #19-085**

- On Thursday **5/9/19** recruitment will close. All application materials must be received by the Human Resources Department by 5:00 pm; postmarks are not accepted. To apply, submit:
  1. **Application** - online application preferred; paper application accepted. Resumes are not accepted in lieu of filling out application form completely.
  2. **Response to supplemental questions** - will be a primary tool in the evaluation of your qualifications for this position. Any work experience described here must also be included in your employment history on the main application.
- Week of 5/13/19 and 5/20/19: Applications will be competitively screened based on the minimum qualifications for this position.

**TYPICAL DUTIES:**

*(May include, but are not limited to, those duties listed below.)*

- May be responsible for opening and closing the library facility and for securing the facility, its contents, and premises.
- Assists patrons with any routine activity associated with being in or using the library.
- Provides direct service to the public in finding information in the branch and using collections, computers, and equipment in the library.
- Performs a broad range of tasks in operating the branch such as scheduling staff and handling basic patron, facility and equipment issues.
- Assists in the selection of staff, supervises staff, and conducts performance planning and evaluation of staff.

- Is a member of the On-site Services Team and as such is responsible for working with the division manager and facilities staff to insure the well-being of the occupants and facility.
- Coordinates with other library staff for services and programs.
- Provides constructive input and feedback within the library system concerning the needs of the public and the effectiveness of services and programs.
- Operates various office machines, computers, and audio visual equipment as required.
- Assists the public with using the virtual branch and its services, such as online question help, online search help, and search consultation by appointment.
- Performs all circulation tasks such as checking-out and checking in materials, retrieving holds, shelving, filing, arranging items in order, processing requests and interlibrary loans.
- Provides reader services such as organizing book discussion groups, story hours, class visits, and book talks. Prepares flyers and displays under general content guidance from a professional.
- Delivers programs designed by professional staff for the audience of the specialized service.
- Provides paraprofessional-level question-answering and information discovery assistance to the public
- Provides reader's advisory and consults with librarians for readers advisory assistance.
- Efficiently refers questions to librarians from the public according to guidelines.
- Performs follow-up for questions and completes transactions with patrons.
- Efficiently searches the online resources of the library to connect library users with library resources.
- Retrieves, copies, faxes, emails, and otherwise transmits information as part of the question-answering process.
- Performs and oversees customer account transactions including account registrations, fines and fees, the resolution of account disputes and the negotiation of payment plans.
- Performs targeted needs assessments under the general supervision of a professional.
- May direct the work of volunteers.
- Collects prescribed service-area data.
- Responds to community concerns.
- Analyzes service-area data and provides findings, conclusions, and recommendations.
- May perform any duties of the Library Assistant I or Library Assistant II.

### **WORKING CONDITIONS**

The position requires frequent sitting, walking, standing, reaching, stooping and repetitive use of hands in the performance of daily activities. Crouching, grasping and twisting is required in the performance of weekly activities. Occasional climbing, working overhead, pushing and pulling, and finger dexterity is required. The position requires near and far vision and normal hearing in the performance of daily activities. The need to lift up to 25 pounds on an occasional basis is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **MINIMUM QUALIFICATIONS:**

*In addition to those required of Library Assistant I and II:*

#### **Knowledge:**

- Advanced working knowledge of library routines, procedures, and services in the assigned area
- Basic computer operations needed to access library applications software and productivity tools.
- Concepts and issues concerning the appropriate use of technology by different user groups.

- Practiced knowledge of the information resources of the library system.
- Basic legal issues including user privacy, confidentiality, and copyright.

**Skills:** *In addition to those required of Library Assistant II:*

- Adept at using Microsoft Office programs including Word and Excel and Google Docs

**Abilities:** *In addition to those required of the Library Assistant II:*

- Transfer information gained from training into the work place
- Assist and train users to operate public equipment, connect to the internet, utilize library software applications, and access library services from remote locations.
- Instruct users in basic research procedures, including use of the library's catalog, general database, and web searching, and locating materials in the library.
- Perform basic troubleshooting of technical problems, and resolve or appropriately refer those problems.
- Access and use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.
- Multi-tasks in interacting with the public on the telephone, online, and in person while using the computer to search for information and guide the patron in a search as necessary.
- Make evaluative decisions when referrals are necessary, and use appropriate referral procedures.
- Use good judgment in handling difficult situations.

### **EDUCATION AND EXPERIENCE**

Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- Bachelor's degree and,
- 2 years of experience at the Library Assistant II level including 1 year of experience in area of assignment.

### **LICENSES/CERTIFICATES**

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

### **DESIRABLE QUALIFICATIONS**

- ALA-APA Library Support Staff Certification
- Fluency in Spanish, an Asian language or sign language.

### **CAREER LADDER:**

- Director of Libraries
  - Manager System Services and Support
  - Library Division Manager
  - Librarian II
  - Librarian I
  - Library Specialist
  - Library Assistant IV
  - *Library Assistant III*/Library Information Specialist
  - Library Assistant II/ Bookmobile Library Assistant
  - Library Assistant I
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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cityofsantacruz.com>

Position #19-085  
LIBRARY ASSISTANT III  
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OUR OFFICE IS LOCATED AT:  
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Santa Cruz, CA 95060  
831-420-5040  
831-420-5250  
[HR@cityofsantacruz.com](mailto:HR@cityofsantacruz.com)

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### **Library Assistant III Supplemental Questionnaire**

- \* 1. If you possess an Bachelor's degree, please indicate the field and the name of the accredited college or university from which you graduated.
  
- \* 2. Describe your areas of library expertise. \* Specify the duration of each experience and your role.
  
- \* 3. How many years of experience at the Library Assistant II level do you have? \*Specify the duration of each project, the area of assignment, and your role.
  
- \* 4. Desirable Qualification: Possession of ALA-APA Library Support Staff Certification. I have scanned and attached my certification.  
 Yes    No
  
- \* 5. Desirable Qualification: Fluency in Spanish, and Asian Language or sign language. I possess the following binlingual ability:  
 Spanish  
 Asian Language  
 Sign Language  
 Not Applicable
  
- \* Required Question