



City of Sunnyvale
Library Specialist II, Part-Time

SALARY	\$24.25 - \$30.95 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Part-Time	JOB NUMBER	25-00142
DEPARTMENT	Library and Recreation Services	DIVISION	Circulation
OPENING DATE	10/21/2025	CLOSING DATE	11/11/2025 5:00 PM Pacific

Description

LIBRARY SPECIALIST II, PART-TIME

REGULAR PART-TIME EMPLOYMENT OPPORTUNITY

(21 hours per week)

The final filing date is Tuesday, November 11, 2025 at 5:00 pm or after receiving 100 qualified and complete applications, whichever is first.

The City of Sunnyvale is seeking to fill the position of Library Specialist II, Part-Time with a friendly, confident, energetic, and highly motivated individual with great customer service, technical and interpersonal skills.

The ideal candidate will have experience working closely with the public in a fast-paced customer-driven environment. They will possess strong communication, multitasking, and teamwork skills, and demonstrate the ability to provide excellent customer service to members of the public and staff alike.

The list established from this recruitment may also be used to fill future vacancies in the Library and Recreation Services Department which includes our Main Library and/or the future opening of Lakewood Branch Library.

Under general supervision of an assigned supervisor, performs clerical work of moderate difficulty in support of library operations and programs; assists patrons in the use of library; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The position of Library Specialist II is the second level in the series. This classification provides routine clerical support for Library operations and programs by sorting and shelving library materials, responding to the more routine patron questions and performing other circulation duties in accordance with standard procedures or with specific instruction as to methods to be used. This classification differs from the lower-level classification of Library Specialist I in that Library Specialist I performs routine assignments requiring limited knowledge of the clerical methods and procedures of the work unit and in the degree of public contact.

Essential Job Functions

(May include, but are not limited to, the following):

- Sorts and shelves library materials and ensures correct arrangement of materials; identifies materials in need of mending.
- Moves books and assists in organizing collections.
- Retrieves materials for patrons and delivers materials from remote storage locations.
- Assists with setting up library facilities for special events and programs.
- Searches materials for missing items and items on reserve.
- Provides first point of contact customer service to patrons in person and on the phone.
- Conducts transactions with the public and employees including the acceptance of payments or fees, registration of new library cards, checking library materials in and out using either manual or automated circulation systems and updating patron records.
- Receives and resolves routine patron questions.
- Explains library circulation policies, including fines and loan periods.
- Receives materials donated by patrons.
- Receives and distributes mail.
- Prepares routine correspondence.
- Unpacks materials delivered to Library.
- May deliver materials to offsite locations.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper, books, carts and documents weighing up to 50 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

Minimum Qualifications

Education and Experience:

The minimum qualifications for education and experience can be met in the following way:

Graduation from high school or tested equivalent; AND,
Six months of clerical, customer service or library work experience.

Knowledge of:

- General library procedures and practices.
- Modern office equipment and designated specialized computer software and operating programs.
- Basic cash handling techniques.
- Principles of customer service.

Ability to:

- Carry out routine clerical and library procedures.
- Consistently apply policies and procedures according to available guidelines.
- Learn to handle records accurately.
- Learn to file alphabetically and numerically.
- Operate modern office equipment and applicable software.
- Provide excellent customer service to the public and City employees.
- Understand and follow written and oral instructions.

- Communicate effectively, both orally and in writing.
- Make simple calculations.
- Explain library policies and follow procedural manuals.
- Establish, maintain and promote positive and effective working relationships with employees and the public.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Learn the operations, policy and procedures of the Library.
- Work independently and as a team member; recognize and set priorities and meet deadlines.
- Observe safety principles and work in a safe manner.

Willingness to:

- Work irregular hours, evenings and weekends as required.

Licenses/Certificates:

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternative transportation as approved by the appointing authority and a safe driving record.

DESIRABLE QUALIFICATIONS

- Customer service and/or clerical experience.
- Experience in a public library environment.
- Ability to speak other languages that represent the demographics of the community.

Application and Selection Process

The application period closes on Tuesday, November 11, 2025, at 5:00 pm or after receiving 100 qualified applicants, whichever is first. If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources (postmarks or faxes are not accepted). Candidates are asked to fully describe any training, education, experience, or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at [Sunnyvale.ca.gov](https://www.sunnyvale.ca.gov) and click on JOBS. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of a **written examination scheduled for November 19, 2025 and November 20, 2025** (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department tentatively scheduled for the week of December 1, 2025.** Selection interviews will typically take place in-person, please plan accordingly.

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination.

INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts).

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., copy of the diploma or college/university transcripts). An applicant with a college degree obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate's expense. Candidates may utilize any third-party agency for the evaluation. If you search 'education equivalency verification' or similar online, you will obtain results for agencies that provide this evaluation service. A conditional job offer cannot be made until the education has been evaluated and submitted to the Department of Human Resources.

ADDITIONAL INFORMATION

Summary of Service Employees International Union, Local 521 - [SEIU Benefits](#)

[Notice of CFRA \(California Family Rights Act\) Rights and Obligations](#)

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#)- YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of Sunnyvale is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 730-7490 or recruitments@sunnyvale.ca.gov.

Employer

City of Sunnyvale

Address

456 W. Olive Avenue

Sunnyvale, California, 94086

Phone

408-730-7490

Website

<https://sunnyvale.ca.gov>

Library Specialist II, Part-Time Supplemental Questionnaire

*QUESTION 1

Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the

supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

****Responses to the supplemental questions that indicate "see resume" are considered incomplete.*** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

- ☐ Yes
☐ No

***QUESTION 2**

Do you have a high school diploma or an equivalent (GED)?

- ☐ Yes
☐ No

***QUESTION 3**

Do you have six months of clerical, customer service, or library work experience?

- ☐ Yes
☐ No

***QUESTION 4**

If you answered 'Yes' to question #3, please describe your experience below. Please include the employer you worked for, the number of years you worked for them, and the specific duties you were responsible for.

***QUESTION 5**

Please describe the elements of a good customer service transaction. What do you find most satisfying about providing customer service?

***QUESTION 6**

Please describe a challenging customer service issue you have handled, including a description of the issue, the steps you took to resolve it, whether or not the issue was resolved successfully, and what, if anything you would do differently.

***QUESTION 7**

Tell us about a situation that highlights your ability to work well in a team environment.

***QUESTION 8**

This position may require working irregular hours, evenings, and weekends. Are you willing and able to work irregular hours, evenings, and weekends?

☐ Yes

☐ No

*** Required Question**