



City of Sunnyvale
Library Assistant

SALARY	\$35.79 - \$45.68 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	25-00229
DEPARTMENT	Library and Recreation Services	OPENING DATE	05/20/2026
CLOSING DATE	6/10/2026 5:00 PM Pacific		

Description

We build community trust by delivering exceptional services.
Our Core Values of Public Service are Integrity, Leadership, and Respect.

The final filing date is Wednesday, June 10, 2026 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 a regular full-time Library Assistant at the Lakewood Branch Library with a friendly, confident, energetic, and highly motivated individual who possesses excellent customer service, technical and interpersonal skills.

The ideal candidate will have experience working closely with the public and coordinating workflow in a fast-paced library circulation environment. They will possess leadership skills and demonstrate the ability to provide excellent customer service to members of the public and staff alike. Key responsibilities include providing customer service to patrons, resolving customer service issues, guiding staff with work assignments, supporting and leading programming, and monitoring and troubleshooting self-check, automated materials handling and other technology.

The City of Sunnyvale offers:

- Comprehensive medical, dental, and vision benefits
- Classic CalPERS members have 4% of the employee contributions paid by the City, leaving only 3% for the employee to contribute.
- Retiree medical benefits available

The list established from this recruitment may be used to fill future Library Assistant vacancies at the Sunnyvale Main Library and the Lakewood Branch Library.

Under general supervision, the Library Assistant provides general library services to patrons through a broad range of paraprofessional, technical, and public assistance, and performs other work as required.

DISTINGUISHING CHARACTERISTICS

Library Assistant is the entry level classification in the Library Assistant series. Library Assistants perform routine paraprofessional and technical duties which require a general knowledge of library functions and services and the ability to learn and use basic library tools, technology, methods, and procedures. With experience, Library Assistants assume greater initiative and independence of action in responding to the needs of patrons and in working with library materials. The Library Assistant classification is distinguished from the higher-level Senior Library Assistant in that the latter has a greater level of responsibility, complexity of duties assigned, latitude of decision making, and supervises library pages and volunteers.

Essential Job Functions

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

Under direct supervision:

- Leads, trains, schedules, and assists in the evaluation of clerical staff and volunteers in assigned area.
- Maintains good public relations; answers routine questions, and assists patrons in the use of library facilities, technology, and resources.
- Solves basic problems involving procedures, staff, and patrons.
- Assists in developing, implementing, and maintaining work unit procedures.
- Prepares and maintains statistical reports, records, and lists.
- Monitors, orders, and receives library supplies.
- Trains patrons and staff on use of library and library-related technology and equipment.
- Participates in meetings, committees, task forces, and workshops.
- May interpret library policies to staff and the public.

For Circulation Services:

- Registers new patrons by verifying identification, ensuring that the registration form is complete and entering appropriate information into the database.
- Collects library fees and operates cash register.
- Opens and closes circulation operations following established procedures.
- Processes daily cash receipts and prepares bank deposits.
- Generates patron notifications and paging lists.
- Processes damaged, claims returned, and interlibrary loan materials.
- Monitors and troubleshoots circulation automation equipment including materials handling and self-check out systems.

For Technical Services:

- Performs copy cataloging and classification of library materials.
- Modifies, deletes, adds, and imports/exports bibliographic and item records to ensure accuracy of library catalog information.
- Processes library materials including magazines and serials.

For Adult and/or Youth Services

- Provides customer service to library patrons in person, via phone or email, including basic reference information regarding library materials.
- Refers complex questions requiring advanced knowledge to appropriate library staff.
- May assist with developing and leading library programs, story times, and classes.
- May participate in outreach events to register patrons for library cards and promote awareness of library services.

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 written reports and work related documents. Acute hearing is required when providing phone and personal service. The position also requires the ability to climb stools and ladders, work in dry, dusty or humid conditions, and reach above shoulder height. The need to lift, drag and push files, paper and documents weighing up to 25 pounds, as well as the ability to push and pull carts weighing more than 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

One year of increasingly responsible library experience which includes or is supplemented by in-service training or college level courses in library science.

Knowledge and Abilities:

Knowledge of:

- Library terminology.
- Standard library procedures, policies and organization.
- Library materials and resources.
- Integrated library systems and automatic material handling systems.
- Library functions including circulation, reference, administration and technical services.
- Record keeping and filing systems.
- Current office procedures, methods and equipment.

Ability to:

- Communicate with the public clearly, accurately and concisely, both orally and in writing.
- Perform library clerical work of moderate difficulty.
- Organize and maintain filing systems.
- Work independently without close supervision or as part of a group or team.
- Provide lead direction to others.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Learn the use of library automation systems automatic materials handling systems, and computer-based technology.
- Operate standard office equipment.
- Provide excellent customer service to the public, citizens, and other City employees.
- Sort or file alphabetically and numerically.
- Maintain records, logs and databases.
- Understand and use Dewey Decimal System.
- Follow written or verbal instructions and procedures.
- Observe safety principles and work in a safe manner.
- Operate a computer and use word processing and spreadsheet software, assisting staff as needed.

Willingness to:

- Work irregular hours, shifts and weekends as assigned.

Licenses/Certificates

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

DESIRABLE QUALIFICATIONS

Ability to speak other languages that represent the demographics of the community.

Application and Selection Process

The final filing date is **Wednesday, June 10, 2026 at 5:00 PM or after receiving 100 qualified and complete applications, 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 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 an **oral examination scheduled for Tuesday, June 30, 2026** (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 July 6, 2026.** Selection interviews will 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 Sunnyvale's Employees Association [SEA](#)

[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 Assistant Supplemental Questionnaire

*QUESTION 1

Instructions for completing the Supplemental Questionnaire: The following supplemental questions constitute an examination. Responses are reviewed and rated by Subject Matter Expert(s). The supplemental question examination determines the most qualified candidates to move forward in the recruitment process. **The responses to the supplemental questions should be specific, thorough and must be reflected in the Work Experience, Education, and Certificates/Licenses sections of the application. Please note the information provided in the supplemental questions will not be accepted in lieu of the completed application. Incomplete responses, false statements, copying and pasting responses from Artificial Intelligence (AI) programs, and/or entering "See Resume" will result in an incomplete application and/or disqualification from the recruitment process.** Please be advised that you will be 'timed out' of this page after 30 minutes. It is recommended to copy the supplemental questions that require text answers into a document that you can save on your computer. Prepare your responses in that document and then copy and paste the responses into the spaces provided. Additionally, please save your work continuously. By checking the 'Yes' response below, I indicate that I have read the instructions for completing the application (located in the job posting) and supplemental questionnaire. In accordance with these instructions, I understand that a completed application and written responses to the supplemental questionnaire are required. I understand the completed application and supplemental question responses will be used to evaluate my qualifications for this position and further identify the most qualified candidates to continue in the recruitment process. Additionally, I certify that I have completed the application and supplemental questionnaire on my own; the information provided accurately reflects my training, education and experience; and I understand the information provided is 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 one year of increasingly responsible library experience which includes or is supplemented by in-service training or college level courses in library science?

- Yes
 No

***QUESTION 4**

Please describe, in detail, your work experience in the library. Please include the following information: a) Number of years of experience you had performing the duties that you are describing; b) Name and type of organization(s) where you obtained such experience; c) Your role and specific responsibilities within the organization(s).

***QUESTION 5**

Do you have Library in-service training or have you completed college level courses in Library Science? Library in-service training is defined as any skills or knowledge development that you accomplished while employed by a library. Examples include, but are not limited to, participating in training workshops or webinars, job shadowing out-of-class assignments and conference attendance.

- Yes
 No

***QUESTION 6**

If you answered "Yes" to question #5, please describe your Library in-service training or college level courses in Library Science below.

***QUESTION 7**

Please describe your lead or supervisory experience below. Include in your answer any lead work, scheduling and/or selection and evaluation of staff and/or volunteers.

***QUESTION 8**

Please describe your customer service experience below. Please include the agency, your title and specific job duties you were responsible for.

***QUESTION 9**

The Sunnyvale Public Library serves a wide range of communities through programs, collections, outreach, and welcoming spaces. Can you please describe a program you led and implemented? Who was your target audience for this program? What kind of impact did this program have on your community?

***QUESTION 10**

Are you willing to work irregular hours, evenings and weekends as assigned?

- Yes

No

* Required Question