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**Sonoma County Library  
Announces an Employment Opportunity**

**EXTRA-HELP LIBRARY ASSOCIATE – VARIOUS LOCATIONS**

**THE POSITION:**

Please see the attached job specifications for full details about this position.

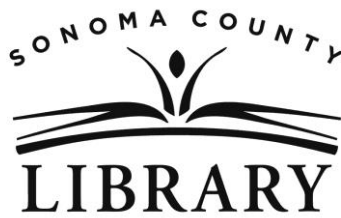
This extra-help, non-benefitted position works on call performing a wide range of library tasks; assists patrons by answering reference and other questions in selecting library materials and performs related duties as required at various library branches throughout Sonoma County. **Please specify your location and preferred shift preferences(s) in the supplemental questionnaires.**

**TYPICAL TASKS include, but are not limited to:**

- Receives and responds to questions from patrons concerning resources; answers reference questions from patrons or directs more difficult reference questions to appropriate librarian.
- Advises patrons of library policies, procedures, and services in person and over the telephone.
- Uses the online catalog and other resources to assist patrons in locating and selecting books and reference materials; instructs patrons in the use of library equipment and resources including the Internet; conducts subject searches.
- Uses a computer to enter and retrieve information, locate library materials and charge and discharge materials; receives and processes requests and holds.
- May assist in compiling booklists and pathfinders and answering reference questions in the area of specialty.
- Receives inter-library loan requests; searches relevant database systems; confirms orders; upon receipt, verifies order and forwards item to patron; follows-up on items to ensure a timely return to originating library.
- Assists the Branch Manager or others with various administrative tasks and programs.
- Maintains shelf order; collects and accounts for fees and fines and makes deposits as necessary; keeps library records; writes reports.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:** Equivalent to graduation from an accredited four-year college or university; and two (2) years of work experience in library services. Spanish bilingual skills preferred.



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## KNOWLEDGE & ABILITIES:

### Knowledge of:

- Principles and practices of paraprofessional library work, including library reference, readers' advisory, and other library services.
- Principles, techniques, and procedures in cataloging, indexing, classifying, and organizing library materials.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Library staff.

### Ability to:

- Organize own work and the work of others, set priorities, and meet deadlines.
- Interpret, explain, and apply all relevant Library policies and procedures, and applicable Federal and State laws, codes, and regulations.
- Use computer and other technology, including software, hardware, and the Internet sufficient to be able to assist customers, conduct research, prepare reports, and use email and other communications technologies.

**SALARY RATE:**                    **\$24.24/hour**

**CLOSING DATE:**                **Continuous Recruitment- First review of applications will be on Friday, November 2, 2018**

**APPLICATION PROCESS:** Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be completed and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

## **EMPLOYMENT INFORMATION:**

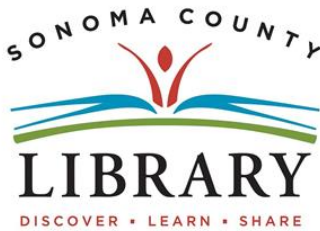
Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

*The eligibility list established from this recruitment may be used to fill future positions as they occur during the active status of the list.*

The Sonoma County Library is an Equal Opportunity Employer

[www.sonomalibrary.org](http://www.sonomalibrary.org)

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**OCTOBER 2015  
FLSA: NON-EXEMPT**

**LIBRARY ASSOCIATE**  
Represented

**DEFINITION**

Under general supervision, provides excellent customer service, performs a variety of paraprofessional duties that follow established procedures and involve a variety of library support services such as reference, readers' advisory, and collection maintenance and management; provides direct patron support through instruction and aid in the use of library resources; provides supplemental circulation services; may be assigned as the Person-in-Charge in the absence of higher-level Library staff; and performs related duties as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a Central Branch Manager, Branch Manager, or other management or supervisory staff. May provide work direction, training, and functional supervision to clerical or technical staff and/or volunteers.

**CLASS CHARACTERISTICS**

This is the journey-level class in the Library Associate series, functioning as support staff to a Branch Manager or Librarian by assisting patrons with reference questions and readers' advisory. Direct customer service is further provided through instruction and aid in the use of library resources including the catalog, databases, and equipment, as well as through supplemental circulation services as needed. Incumbents participate in managing the collection through assisting in ordering activities. Employees in this classification also regularly assist with collection maintenance by determining condition of materials and mending, discarding, or labeling as needed. Participation in shelf maintenance activities including shelving, arranging, and weeding is also common. At this level incumbents work independently within identified parameters and resolve problems of diverse scope where analysis requires evaluation of identifiable factors. Performance expectations include the application of broad job knowledge in performance of the full range of responsibilities within the classification. This class is distinguished from the Senior Library Associate class in that the latter performs a variety of complex paraprofessional library support duties of a specialized nature, provides lead direction, or may be assigned responsibility for the administration of a Special Collection or oversight of a Rural Station.

**EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Receives and responds to questions from patrons concerning resources; answers reference questions from patrons or directs more difficult reference questions to appropriate Librarian.
- Advises patrons of library policies, procedures, and services in person and over the telephone.

- Uses the online catalog and other resources to assist patrons in locating and selecting books and reference materials; instructs patrons in the use of library equipment and resources including the Internet; conducts subject searches.
- Uses a computer to enter and retrieve information, locate library materials and charge and discharge materials; receives and processes requests and holds.
- May suggest selection of books and materials for purchase; assists in resource allocation and budget tracking.
- May perform material ordering and bibliographic support for particular collections which includes assisting in compiling booklists and pathfinders; compiling orders from buyer's lists and librarian selections and answering reference questions in the area of a specialty.
- Receives inter-library loan requests; searches relevant database systems; confirms orders; upon receipt, verifies order and forwards item to patron; follows up on items to ensure a timely return to originating library.
- Maintains shelf order including the shelving, arranging, and weeding of books and materials.
- Collects and accounts for fees and fines and makes deposits as necessary; keeps library records; may prepare cash reconciliations; may prepare related documentation.
- Assists the Central Branch Manager, Branch Managers, and Librarians with various administrative tasks and programs.
- May be scheduled as Person-in-Charge in the absence of higher-level Library staff.
- Responds to suggestions, requests, or concerns from library users or community members.
- Compiles library activity reports and statistics.
- Performs other duties as assigned.

## **COMPETENCIES**

### **Knowledge of:**

- Principles and practices of paraprofessional library work, including library reference, readers' advisory, and other library services.
- Principles, techniques, and procedures in cataloging, indexing, classifying, and organizing library materials.
- Principles, practices and techniques of public relations, community outreach, and service promotion.
- Principles and techniques used in bibliographic research.
- Library services and available resources.
- Record keeping principles and procedures.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Library staff.

### **Ability to:**

- Perform paraprofessional and basic professional library tasks as assigned including reference, readers' advisory, collection management, and cataloging.
- Advise patrons on the use of library resources, equipment and facilities.
- Organize own work and the work of others, set priorities, and meet deadlines.
- Interpret, explain, and apply all relevant Library policies and procedures, and applicable Federal and State laws, codes, and regulations.
- Explain policies and procedures to patrons.

- Use computer and other technology, including software, hardware, and the Internet sufficient to be able to assist customers, conduct research, prepare reports, and use email and other communications technologies.
- React tactfully and diplomatically during interactions with staff, the public, community groups while appropriately adhering to and enforcing sound library policies, procedures, and practices.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

## **QUALIFICATIONS**

### **Education and Experience:**

Equivalent to graduation from an accredited four-year college or university; and two (2) years of work experience in library services.

### **Licenses and Certifications:**

None.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to retrieve and shelve materials. Incumbents must possess the ability to lift, carry, push, and pull items, storage containers, and shelving units weighing an average of 20 pounds, and up to 50 pounds of weight, in order to move materials from one place to another, with the aid of lifting/moving equipment.

## **ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office/library environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees in assignments providing direct assistance to the public can expect to have rare, occasional, or frequent interaction with abrasive, disruptive, and/or disorderly members of the community.

## **WORKING CONDITIONS**

May be required to work flexible schedules including evenings and weekends.