

**Sonoma County Library
Announces an Employment Opportunity**

**LIBRARY SPECIALIST* – EXTRA-HELP POSITION
MULTIPLE LOCATIONS**

** Pending classification study*

THE POSITION:

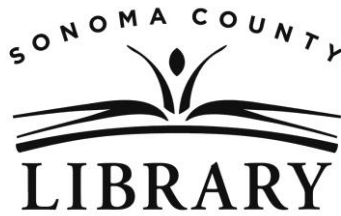
Please see the attached job specifications for full details about this position.

We are seeking customer service driven professionals for this extra-help, non-benefitted position to perform routine library work at various branches throughout Sonoma County.

TYPICAL DUTIES include, but are not limited to:

- Advises patrons of library policies, procedures, and services in person and over the telephone with a friendly and helpful attitude
- Registers patrons, enters patron information into library database and issues new or replacement library cards with accuracy; updates patron records; communicates with the patron about the procedure and explains rationale positively when denials are required
- Listens attentively to patron's questions about library account and answers in a calm and professional manner
- Recognizes when a question needs to be directed to reference staff
- Proactively collects fines and payments for lost materials
- Assists patrons with the use of public computers and other electronic equipment
- Efficiently and accurately balances daily cash and prepares deposit
- Readily and proficiently uses a computer to enter and retrieve information, locate library materials and charge and discharge materials; successfully incorporates the use of RFID and the StaffLink into daily circulation workflow
- Efficiently receives and processes requests and reserves
- Quickly and accurately sorts returned books
- Processes magazines and gift books in a neat and timely manner; keeps magazines, periodicals, telephone books and other materials current
- Readily provides clerical assistance to Librarians and other staff

MINIMUM QUALIFICATIONS: Equivalent to the completion of the twelfth (12th) grade and one (1) year of clerical and office support work. An Associate's degree, or higher, from an accredited college or university can substitute for the required experience.



DESIRED SKILLS AND ABILITIES:

- Ability to remain tactful when working with the public
- Close attention to detail
- Ability to work independently while following established procedures
- Bi-lingual skills in Spanish desirable

WORKING CONDITIONS:

Incumbent will perform repetitive arm/hand movements using a keyboard and mouse, and will grasp/handle materials that weigh up to and occasionally more than 25 pounds. Incumbent will push wheeled carts weighing up to or occasionally more than 100 pounds.

SALARY RATE: \$20.38 per hour

CLOSING DATE: Continuous Recruitment – First review of applications will be on Wednesday, November 7, 2018

APPLICATION PROCESS: Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be submitted by the final filing date.

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

**Sonoma County Library
CLASS SPECIFICATION**

Revised 10/01, 7/08

LIBRARY TECHNICIAN III

Definition

Under supervision, performs routine library and clerical work in the areas of public services or materials support, either in acquisition processing and cataloging, or circulation activities, and performs other work as required.

Distinguishing Characteristics

This is the journey-level class in the Library Technician series. This class is distinguished from the Library Technician II in that the Librarian Technician III performs the full range of circulation, acquisitions processing, or similar duties and has greater responsibilities in the areas of materials management. It is distinguished from the Library Associate in that it is primarily concerned with duties related to materials and objects within the library's collection rather than content within the materials.

Typical Duties

Depending on assignment, duties may include but are not limited to the following:

Uses a computer to enter and retrieve information, locate library materials and charge and discharge materials.

Assists patrons with automatic self-service equipment; demonstrates use of equipment to staff and public; assists patrons with the use of public computers and other electronic equipment.

Advises patrons of library policies, procedures, and services in person and over the telephone; interprets circulation policies and procedures to the public.

Answer routine in-person and telephone directional and information questions; refers more difficult, technical or involved questions to appropriate library staff.

Sorts returned books and media; searches shelves for holds, "claims returned" or lost books; mends or cleans returned materials, replacing bar codes and tags as necessary.

Registers patrons, enters patron information into library database and issues new or replacement library cards; updates patron records.

Answers patron questions about library account; searches for patron account issues and questions, attempts to resolve computerized circulation problems such as partial returns, claims returned, and damaged items.

Collects fines and payments for lost materials; balances cash and prepares deposits.

Processes Supersearch and hold requests by searching shelves, filling requests, organizing and routing materials to appropriate destination and tracing items not found.

Answers the telephone, directs callers and visitors to appropriate person or location; orders supplies; distributes mail; prepares outgoing mail; establishes, maintains and processes various files, records, and reports.

Processes magazines and gift books; keeps magazines, periodicals, telephone books and other materials current.

Places and tracks orders for materials generated by Librarians; enters information into the computerized ordering system; receives and enters invoices into appropriate computer application; files invoices.

Prepares various materials such as books, periodicals, newspapers and video- and audiotapes for circulation; enters information into circulation database or searches for and verifies the correct catalog entry; processes corrections and deletions in library database.

Performs copy cataloging using online resources; edits catalog records according to local standards; reviews vendor-provided marc records for accuracy; maintains bibliographic records.

Receives and organizes shipments of library materials; opens boxes and unpacks contents; insures contents of shipment match packing slip; inspects condition of materials and reports shortages, damaged items and other discrepancies to the appropriate vendor.

Receives and checks in current issues of periodicals into appropriate database; prepares and distributes materials to the appropriate branches.

Provides clerical assistance to Librarians and other staff.

Knowledge and Abilities

Knowledge of: basic practices and procedures of public library systems; standard office practices and procedures, including filing and the operation of standard office equipment; standard telephone use and etiquette; principles and practices for dealing with the public; business arithmetic; basic computer applications related to the work; record keeping practices; some knowledge of books, authors and library practices is highly desirable.

Ability to: learn library policies and patron and office procedures; learn various computer operations and how to use library and other online software programs; understand and follow written and oral instructions; organize own work and set work priorities; make accurate arithmetic calculations, including collection and accounting for money; collect, search, process and interpret basic data; interpret, apply and explain library policies and procedures; establish and maintain effective working relationships with those contacted in the course of the work.

Minimum Qualifications

Education: Two years of college coursework or two years of office support work which has involved dealing with the public.

Experience: Experience in using computer systems is high desirable.

Physical Demands

While performing the duties of this class, an employee is frequently required to stand, sit, and walk, often for extended periods of time; talk or hear, in person and by telephone; see to read printed materials and a computer screen; use hands and fingers to grasp, handle and feel objects and to use a keyboard and operate standard office equipment; engage in repetitive movement with hands and wrists; reach with hands and arms and lift up to and occasionally more than 25 pounds. Employees regularly may stoop, kneel, bend or crouch and push wheeled carts weighing up to and occasionally more than 100 pounds.