

**City of San Rafael  
Job Class Specification**

## **Job Title: Library Assistant I/II**

### **SUMMARY**

Under general supervision, performs a variety of paraprofessional library work related to the circulation of materials; assists patrons; supports programs, outreach, and marketing of library services; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

**Library Assistant I** is the entry-level classification of the series. Initially under close supervision, incumbents learn and perform a variety of duties related to the circulation of library materials, assist patrons with circulation and basic information requests, and refers questions to higher-level staff when appropriate. Incumbents may assist with one or more of the following areas: programming, outreach, marketing, and collection maintenance. As experience and proficiency are gained, there is greater independence of action within established guidelines.

**Library Assistant II** is the advanced journey level class of the series. Incumbents at this level are required to be fully trained in all procedures related to assigned areas of responsibility and are expected to independently perform the full scope of duties required. Incumbents may provide direction to entry-level paraprofessional library staff and volunteers.

Positions in the Library Assistant I/II series are flexibly staffed; progression to the higher level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management and budget approval for progression to the higher level.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS:**

*The typical job functions of the classification may include, but are not limited to, the functions below and are subject to changes in operational necessity.*

- Perform basic and mid-level work related to the circulation of materials both physically and in the electronic Integrated Library System.
- Assist patrons with a variety of requests, including circulating materials; patron accounts; basic reference and readers' advisory; and accessing library materials, databases, and technology. Refer complex requests or questions to higher-level staff when appropriate.
- Accurately sort and shelve books and other library materials according to the library's classification systems and verify proper shelf arrangement of materials.
- Enforce library guidelines and policies to ensure a safe and welcoming environment for all library visitors.
- Operate cash register, dispense accurate change, balance cash drawer, and/or prepare cash for bank deposit.
- Administer library card applications and maintain accurate patron record.
- May assist with library programs, events, and outreach.
- May assist with library marketing and promotional efforts.
- May assist with the work of technical services.
- May assign and coordinate work assignment(s) of entry-level paraprofessional staff or volunteers.
- Perform established opening and closing routines.

- Follow all safety rules and protocols; take appropriate action as required to identify and correct safety and security hazards including but not limited to utilizing and applying de-escalation techniques and practices, and report safety and security concerns in a timely and appropriate manner to their supervisor.
- Perform related duties as assigned.

### **KNOWLEDGE OF:**

- Modern office practices and procedures, including the operation of standard office equipment.
- Library classification systems.
- Material organization and structure of libraries, including categories of materials and general arrangement.
- Relevant computer and software programs.
- Library technical services terminology and equipment including online databases.
- Circulation processes and procedures.
- Understanding of when specialized library-related questions should be referred to higher-level staff.
- Customer service skills, including broad cultural competence skills and de-escalation tactics.

### **ABILITY TO:**

- Work in a fair, tactful, and courteous manner with diverse public, department personnel, and other City employees.
- Effectively use computer systems, relevant general and library software applications, and modern business equipment to perform a variety of work tasks.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Sort and organize materials in alphabetical, numerical, and topical order.
- Read and interpret documents such as policies, operating and maintenance instructions, and procedure manuals.
- Apply good judgement to situations related to patron accounts and behaviors and to assess when appropriate to involve a higher-level staff member.
- Work irregular shifts, weekends and holidays.

### **EDUCATION AND/OR EXPERIENCE:**

Any combination equivalent to experience and education that would provide the required knowledge and abilities would be qualifying.

#### **Library Assistant I:**

High school diploma or certified equivalent (such as GED or CHSPE) is required. Course work or practical experience in complex filing and record-keeping systems, library technology, or library science program is desirable.

#### **Library Assistant II:**

High school diploma or certified equivalent and two years' experience in a public library at a level equivalent to the City's Library Assistant I. Coursework in library science is desirable and may substitute for up to one year of the required experience.

Ability to communicate effectively in Spanish, Vietnamese, ASL or other community languages is desired, and may be required for some assignments.

## **LICENSES, CERTIFICATES, AND OTHER REQUIREMENTS:**

While possession of valid class "C" California driver's license is not required, incumbents may need to report to different job sites and travel to offsite outreach, events, etc. Ability to report to different locations during the workday to perform the essential functions of the position may be required.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and smell. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in indoor conditions and regularly works at a computer station. The noise level in the work environment is usually moderate.

FLSA Status:	Nonexempt
Prepared By:	Nash and Company
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Approved By:	Marissa Sanchez, Human Resources Director