

City of San José
CLASS SPECIFICATION

Title: Library Aide PT (6217)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Library	Varies	Non-exempt

CLASS SUMMARY

Under immediate supervision, performs work to support City of San José Public Library System operations; clears book drops; unpacks, sorts, delivers, and shelves library books and other materials. Performs other related duties.

DISTINGUISHING CHARACTERISTICS

This class is an entry level classification designed primarily for individuals who work nineteen (19) hours or less per week and/or are less than eighteen (18) years of age. The Library Aide class is distinguished from the Library Page class in that the latter performs more diverse work tasks, and has more responsibility for customer service and direct interaction with library customers, including assisting customers and collecting fines and fees.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

No minimum education or experience required. Must be at least fourteen (14) years of age.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

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- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Clears book drop; unpacks, handles, sorts and delivers library materials, such as mail, books, and materials received from other library locations.	Daily/Several Times
2.	Re-shelves library materials according to library procedures and retrieves requested materials from shelves.	Daily/Several Times
3.	Assists in maintaining the appearance of the public facility by clearing tables, floors and other library areas of materials and straightening seating areas. May also assist others in activities related to opening and closing the facility.	Daily/Several Times
4.	Under the supervision of a lead worker, assists with checking materials in using computer terminals and automated materials handling systems.	Daily/Several Times
5.	Monitors facilities to identify inappropriate customer behaviors; refers behavior problems to lead or supervisor.	Daily
6.	Retrieves returned materials from outside bins and behind the information desk.	Daily
7.	Delivers ready to shelve carts to designated shelving floors/areas.	Daily
8.	Searches for items on reserve and other lists.	Daily
9.	May direct customers to appropriate resources; assists incoming calls from Library customers.	Daily
10.	Looks up information in the library automation system, such as correct call numbers.	Weekly
11.	May arrange, move, and display library materials as instructed; maintains the shelves in "reading order" by author or Dewey number.	Weekly
12.	Assists other library personnel engaged in such activities as tutoring at the homework centers or presenting community programs to the public by preparing materials and facilities, making copies, maintaining logs and records, issuing equipment and supplies and facilitating group or individual activities (which may require knowledge of a specific subject). May also assist tutors in helping students with homework assignments and instructing them on use of the computer (typically assigned to help tutor younger students).	As Required
13.	Performs opening procedures under the supervision of a lead worker; powers up lights and public computers; processes newspapers; logs into system and opens daily schedule.	As Required
14.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

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- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 8/03, Rev. 09/17; s001*