

LIBRARY CLERICAL ASSISTANT

Definition:

Under varying levels of supervision performs a wide variety of library clerical duties of average difficulty, assists the public in the use of library equipment, facilities, materials and services and performs related work as required.

Essential Duties and Responsibilities:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

~~The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent in the class include the following:~~

Performs a variety of general and specialized clerical and library duties and other tasks related to the function/area to which assigned.

Provides frontline customer service to library patrons at a front counter/public desk by simultaneously assisting patrons at the circulation desk, answering reference questions in person and by phone, registering new patrons for library cards, and checking library materials in and out using integrated library system (ILS) software.

Assists patrons at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; provides detailed information to patrons regarding library materials and financial status of accounts; investigates and resolves disputed customer accounts.

Operates a computer and uses applicable software to record incoming/outgoing library materials and to perform other tasks related to circulation records; ~~operates a variety of office and library equipment.~~

~~Greets and assists Library patrons at a front counter/public desk.~~

~~Assists patrons in becoming familiar with the arrangement and location of library services and materials.~~

~~Provides information at a counter and over the telephone regarding library hours, available library materials and related subjects.~~

~~Screens telephone calls and routes same to appropriate staff as needed.~~

- ~~Issues library cards to patrons and~~ Collects/records fines for overdue or lost materials; performs financial transactions including adding and adjusting charges on patrons' accounts and using a cash register to collect fees and clear customer account balances.

Types a variety of library related lists, notices, order slips and forms and processes materials into and out of reserve status.

Checks accuracy of incoming book orders and verifies library holdings.

Arranges and files a variety of items and maintains files.

Assists teachers in requesting desired materials and assists with library programs.

~~Operates a variety of office and library equipment.~~

- ~~If assigned to passport services, processes passports, including taking required photos and reviewing applications and documents to support passport process.~~

- ~~Lifts and moves boxes of books, library supplies, shelving, furniture -and related items weighing up to 5030 pounds or less and pushes and/or pulls a loaded book cart.~~

- ~~Performs a variety of general and specialized clerical and library duties and other tasks related to the function/area to which assigned.~~

- ~~Assists with the sorting and shelving of library materials and the planning/creation of posters, displays and other basic art work~~ artwork.

Assists with the application of book jackets, labels and security devices and may mend and repair books and repackage other library materials.

Drives a vehicle on City business ~~depending on area assigned~~ when assigned to the Bookmobile.

Other Duties and Responsibilities:

- ~~Performs other projects/tasks as assigned.~~

Receives, opens, stamps and routes mail and checks in magazine issues.

May perform the work of and/or monitor the work of and assist Library Pages.

Class Characteristics:

Library Clerical Assistant is a ~~multi-incumbent~~ clerical support position within the library-related class. Incumbents perform a wide variety of library related and general clerical work within a framework of established ~~procedures, and~~ procedures and are expected to perform a variety of tasks and general clerical duties with limited supervision.

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Bargaining Group: FMEF

Contacts and Relationships:

~~A Library Clerical Assistant establishes and maintains contact with staff in the Library. Additional contact will occur with the public/library patrons.~~

Qualification Guidelines:

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

~~The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:~~

Knowledge of:

English usage, spelling, grammar and punctuation.

Basic math as it relates to area assigned.

—Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Agency staff.

~~Customer service, receptionist and telephone techniques.~~

Basic library or office methods, functions and practices.

Record keeping principles and procedures.

Basic principles and practices of data collection and report preparation

Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed ~~Computer applications related to area assigned.~~

AND

Ability to:

Perform clerical work of average difficulty.

Make basic mathematical calculations and read and sort numerals and letters rapidly and accurately.

Accurately shelve and file materials using library alpha-numeric systems.

Learn and apply Library policies and procedures.

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Understand and carry out oral and written instructions.

~~Establish and maintain effective relationships with those contacted in the course of work.~~

Communicate effectively orally and in writing.

Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.

~~Operate a personal computer and use applicable software.~~

—Read and write at the level required for successful job performance.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Handle job stress and maintain composure in public settings.

Prioritize tasks based on urgency, importance, and deadlines, while maintaining high attention to detail and productivity.

~~—Meet the public with courtesy and tact.~~

~~A typical way to obtain the knowledge and abilities is as follows:~~

Education and Training:

~~—Any combination of training and experience, which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:~~

~~• —~~

- Graduation from high school

AND

Experience:

- One year of experience performing general clerical or library duties.

• Bilingual ability may be preferred or required for some positions.

Special Requirements Include:

Must be able to work a flexible schedule, including weekends and evenings, to accommodate City needs.

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Must type accurately at a speed which will enable successful job performance.

A Library Clerical Assistant assigned to passport services must meet the following qualifications:

- Be a United States citizen or U.S. national
- Be at least 18 years old at time of appointment
- Be able to pass the Department of State Passport Acceptance Agent Training for New Agents within six months of appointment to this assignment.

A Library Clerical Assistant assigned to the Bookmobile must have a valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout ~~assignment~~ assignment to the Bookmobile. Employees assigned to the Bookmobile will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program.

Other:

~~Bilingual ability may be preferred or required for some positions.~~

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office and library/public counter environment. An incumbent uses a computer, keyboard and related equipment, sits, stands, walks, kneels, crouches, twists, reaches, bends, grasps, lifts and moves boxes of books, library supplies, shelving, furniture, meeting room set-up materials equipment, ~~supplies~~ and related items weighing 530 pounds or less. An incumbent pushes and/or pulls a loaded book cart, is exposed to book dust and may use a step stool. The incumbent assigned to the Bookmobile climbs stairs into the Bookmobile, is exposed to diesel fumes and may drive a vehicle on City business. An incumbent must be able to meet the physical requirements of the series and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Revised September 2025

Revised September 2005

Revised January 1997