



We invite applications for the position of:

LIBRARY ASSISTANT I/II

Library Assistant I \$27.92 – \$33.28 Hourly (part-time)

Library Assistant II \$30.69 – \$36.62 Hourly (part-time)

Plus prorated benefits

The City of San Mateo Library Department is looking for a part-time Library Assistant I/II

Why Join our Department?

The San Mateo Public Library is seeking a part-time (20 hours per week) Library Assistant I/II in the Children Services Division at the Main Library. The Library Assistant I/II works closely with the Supervising Librarian and the four merit Children's Librarians to prepare and implement Children's programs and services. The Library Assistant helps children and adults with reference inquiries, prepares materials and conducts outreach and class visits, helps with storytimes, maintains displays, performs clerical tasks including typing, organizing books and other materials, and maintains statistical information and division-specific documents.

The San Mateo Public Library builds community by inspiring imagination, discovery, and learning. The Library is a dynamic community resource and destination that includes the Main Library, a state-of-the-art LEED Gold rated green building, and two community branch libraries. The Library provides library services to residents of the City of San Mateo and the Town of Hillsborough and is part of the Peninsula Library System (PLS), a consortium of public library jurisdictions and community college libraries in San Mateo County. The Library is also part of the Pacific Library Partnership, a consolidation of four library systems in the greater Bay Area of Northern California.

The Library provides an array of core services for all age groups: a collection of library materials comprised of books, magazines, newspapers, databases, compact discs, DVDs, downloadable e-books, and technology lending; information and reader's advisory service; free access to information technology via public computers and wireless Internet, library programs for children, tweens, teens and adults; literacy instruction; specialized collections in the areas of business and biotechnology; a world languages collection that includes titles in Spanish, Chinese, Japanese, and Farsi; and an extensive volunteer program that integrates the community with opportunities to help fulfill the Library's mission.

Look to some of the reasons why the City of San Mateo is a great place to work:

https://www.youtube.com/watch?v=GTIzeSpc_g

What You'll Do

The Library Assistant I/II performs a wide variety of library support work and technical library tasks related to such activities as acquisition, cataloging, classification, circulation, and assisting patrons; and performs related work as required. The current vacancy may be filled at either level based on experience. Depending upon class level and assignment, duties may include, but are not limited to, the following:

- Prepare print and non-print materials for introduction into the library materials collection, including use of an automated system to retrieve cataloging data and produce catalog cards; preparing and affixing identification labels and pockets to materials; pull discarded materials from catalog card files.
- Assign routine tasks and provide technical instruction to part time and other subordinate positions in area of responsibility.
- Assist in the acquisition, processing and maintenance of the periodical, microform, audio visual, business, historical, or other special collection for the library.
- Assist adults and children in locating materials in the library and in placing requests for materials not available. Refer more difficult or technical questions to appropriate library staff.
- Handle patron complaints for overdue and lost materials; refer delinquent accounts to an agency for collection.
- Maintain statistics of library use; use computer produced and manual data to prepare reports on circulation processing, inquiries received and other activities.
- Assist in ordering and receiving books, records, cassettes, periodicals, and other library materials and preparing associated paperwork for payment.
- Perform routine clerical assignments, including typing, maintaining files, and routing mail.

- Use a microcomputer or the City's mainframe system for word processing, data file management, and statistical record keeping.
- Process incoming and outgoing interlibrary loan requests; receive and send requests via computer as well as by mail; verify requests for accuracy.
- Provide story hours to children and participate in other programs for children and young adults.
- Prepare and maintain displays and exhibits; develop artwork for publicity materials.
- Recruit and keep records of the work of volunteers in the library; screen potential volunteers and direct to appropriate library division for assignment.
- Assist and advise outreach volunteers and serve as library liaison to Peninsula Library System Outreach Service in the City of San Mateo.
- Check out library materials to patrons; check in and prepare materials for return to the circulating collection; register new patrons; collect overdue fines.
- Respond to patron in person and telephone requests for library materials, services, and information.

The Library Assistant I/II receives direction from higher level personnel. The Library Assistant II may provide technical supervision over lower-level library positions.

For a complete list of duties, reference our job specifications at www.cityofsanmateo.org

Who You Are

Library Assistant I:

- You possess **knowledge** of the general types of library materials, including services and terminology; modern office methods, practices and procedures; and basic arithmetic.
- You possess the **ability** to learn library practices and procedures, and the location of materials in the libraries; perform a variety of library technical and clerical work with speed and accuracy; assist patrons in the location and use of library materials; understand and carry out oral and written instructions; speak and write clearly; learn the use of appropriate library automation systems; establish and maintain cooperative relationships with those contacted in the course of work; work with numbers and alphabet accurately; and type at a speed necessary for adequate job performance.

Library Assistant II (in addition to the Library Assistant I qualifications):

- You possess **knowledge** of standard public library procedures of a complex nature including cataloging, bibliographic search procedures and the use of a variety of reference sources and materials; and modern office methods, practices and procedures.
- You possess the **ability** to work independently; supervise and train assigned staff; and establish and maintain cooperative relationships with those contacted in the course of work.

What You Bring

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Library Assistant I:

- One year of experience performing general clerical or related work in a public library system.
- Possession of the equivalent to completion of the twelfth grade supplemented by clerical and specialized college level courses in library science.

Library Assistant II (in addition to the Library Assistant I qualifications):

- Two years of technical and clerical library experience performing duties comparable to those of a Library Assistant I for the City of San Mateo.

Bonus Points (highly desirable)

- Bilingual Skills: Spanish and/or Chinese (Mandarin/Cantonese)

ADA Special Requirement: *Essential duties require the following physical abilities and work environment:* Ability to work in a standard library environment; ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, and twist.

What We Offer

- **Salary:** Library Assistant I \$27.92 – \$33.28/hour; Library Assistant II \$30.69 – \$36.62/hour

- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 8.34% to CalPERS and New members contribute 7.50% to CalPERS. Participation in the Social Security Program
- Benefits are prorated for part-time merit employees

Are You Ready? Apply.

Submit an online application, résumé (*recommended*), and supplemental questionnaire at www.calopps.org or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline

Recruitment will close by **Wednesday, October 2, 2024 @ 5:00 p.m. OR upon receipt of the first 50 applications and supplemental questionnaires**, whichever occurs first.

Interview Process

All applications, résumés (*recommended*) and supplemental questionnaires received will be reviewed for minimum qualifications. Résumés are recommended but do not take the place of a completed employment application. A fully completed application is required; a resume does not replace the information required on the employment application, including work history. Applications with "see resume" as a substitution for the work experience description, those with unclear past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, or in the form of a practical demonstration of skill and ability, or any combination of these; **a Zoom oral board is tentatively scheduled for October 22, 2024.**

An eligible list will be established for those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months with the possibility of an extension for an additional six months. Once placed on an eligible list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

Date Posted – September 4, 2024

Note: *The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. **ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION.** Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org.*

Fine Print:

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify lcoles@cityofsanmateo.org or (650) 522-7264 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

CITY OF SAN MATEO
Library Assistant I/II

Supplemental Questionnaire

Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position; do not put "see resume" or copy parts of resume/work duties as a response. (Questionnaire responses must be submitted with the employment application.)

1. Please describe any work experience and training that has prepared you for the Library Assistant position in the Children's Division.
2. Share your understanding of what is good customer service and why it is important in a library setting.