NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No:  80  
Fiscal Year:  2014/2015  
Posted Date:  06/23/2015  
Reposted Date:  N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
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<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<td>1</td>
<td>3616</td>
<td>Library Technical Assistant I</td>
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<tr>
<td>2</td>
<td>3618</td>
<td>Library Technical Assistant II</td>
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Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations  
    All Departmental Personnel Officers  
    DHR – Class and Comp Unit  
    DHR – Client Services Unit  
    DHR – Employee Relations Unit  
    DHR – Recruitment and Assessment Unit  
    DHR – Client Services Support Services  
    Micki Callahan, DHR  
    Michael Brown, CSC  
    Sandra Eng, CSC  
    Linda Cosico, DHR  
    Maria Newport, SFERS  
    Risa Sandler, Controller/Budget Division  
    Devin Macaulay, Controller/ Budget Division  
    Theresa Kao, Controller/ Budget Division  
    Drew Murrell, Controller/ Budget Division  
    Alex Koskinen, Controller/ Budget Division  
    E-File
INTRODUCTION

Under supervision, and in accordance with well-defined policies and procedures, performs various routine phases of technical library work, and performs related duties as required.

Requires normal responsibility for: Following established methods and procedures; making routine contacts with the general public, outside organizations, and library personnel in connection with library operations and activities; and preparing and/or maintaining various files and records.

DISTINGUISHING FEATURES

The class of 3616 Library Technical Assistant I differs from the class of 3618 Library Technical Assistant II in that this class does not have supervisory responsibilities. However, in smaller branches this classification may be required to act as a lead worker over subordinate personnel. This class is further distinguished from the class of 3610 Library Assistant in that the latter performs less complex and less technical library work.

SUPERVISION EXERCISED

The classification of Library Technical Assistant I receives supervision from a Librarian and/or a Library Technical Assistant II, and may act as a lead worker over subordinate technical and clerical library personnel.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Creates customer accounts and completes transactions such as library application processing, resolving fines and fees, checking in and out physical and digital materials, and processing orders, overdue accounts, library card applications, requests for library material, new books, additional copies, serials, documents, and other library material.

2. Processes orders, serials, documents, and other Charges and discharges library material.

3. Assists patrons in person, over the telephone and by correspondence regarding library policies, procedures and directional information; under supervision, assists patrons with routine questions and with the location of library material, including electronic resources.

4. Searches for library materials; obtains information from bibliographies, files, records, databases, and other sources.

5. Does preliminary–copy cataloging; makes proper entry of new serials; assigns Cutter numbers;

6. Files; prepares and/or maintains various files and records; writes routine correspondence and incident reports; types; receives and records money; sorts books and prepares them for delivery to branch, main library various locations, or mailing, or for discard, or bindery.
Title: Library Technical Assistant I  
Job Code: 3616

7. Generates reports such as circulation reports, overdue notices, paging lists, clear hold shelf lists, daily and weekly cash reports and other related reports.

8. Assists with daily library operations, such as opening and closing procedures, completing ADA checklists, drafting desk schedules, and keeping the library orderly and pleasant.

9. Assists in opening and closing the branch or department and in keeping it orderly and pleasant; assists in inventorying the collection; assists in checking shelves for proper placement of books and for materials proper placement of books and for books in need of repair or replacement; may perform minor book repairs and/or weeding on condition as needed.

10. Provides direction, training and/or coaching to clerical and supportive staff and may supervise, direct or lead them.

11. Collaborates in the creation, preparation, and display of various reference materials and resources.

12. May assist in preparing an exhibit, display or other publicity material; may drive bookmobile and assist librarian in serving bookmobile patrons.

13. May create, maintain, and troubleshoot technical issues related to the Library's website, intranet, and other electronic media systems; create, prepare, and organize audio, video, images, and graphics.

14. Troubleshoots, operates, and provides assistance to patrons with library equipment, including microfilm machines, scanners, multifunction devices (e.g., copy machines), and other electronic devices. May lead and provide technical training to other Library staff.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Library working procedures, reference aids and library terminology; library databases, electronic resources and computer software applications; basic web editing and design techniques; general office procedures; the role of a public library and/or school library in the community.

Ability and Skill to: Lead the work of others; understand, give, and follow oral instructions in English; clearly communicate work-related information to patrons, supervisors, and other library staff; and respond to inquiries from patrons. Follow oral and written instructions; give attention to detail and accuracy, including money handling procedures; operate basic office equipment including computer; peripherals, telephone, multifunction copiers; learn and deliver training and support for software, hardware, and other electronic media; problem solve; multitask and manage deadlines; establish and maintain effective and cooperative relationships, including the ability to deal courteously and effectively with library patrons, other City staff, and the general public; maintain records; file, retrieve, code and index data and information for the purposes of recordkeeping and organization of information; communicate in writing clearly and concisely with other library staff, vendors, the general public, and city departments; prepare accurate form reports; read, review, write, and understand information such as forms, documents, instructions, and or reports in English.
MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education and Experience:
An Associate’s degree from an accredited college or university with a major in Library Information Technology.

OR
An Associate’s degree from an accredited college or university with a major in any field AND completion of a Library Information Technology certificate program from an accredited college or university.

OR
Completion of a Library Information Technology certificate program from an accredited college or university AND one (1) year of full-time verifiable experience in library work in the areas of technical services, circulation, cataloging and/or information services, equivalent to the duties performed by class 3610 Library Assistant, in the City and County of San Francisco.

OR
Two (2) years of full-time verifiable experience in library work in the areas of technical services, circulation, cataloging and/or information services, equivalent to the duties performed by class 3610 Library Assistant, in the City and County of San Francisco.

License and Certification:
None

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 3618 Library Technical Assistant II
From: 3610 Library Assistant; Original Entrance Examination

ORIGINATION DATE: May 27, 1968
AMENDED DATE: January 30, 2012; 6/xx/2015
REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.
BUSINESS UNIT(S): COMMN, SFUSD, SFCCD
INTRODUCTION

Under supervision, and in accordance with established policies and procedures, performs various routine phases of technical library work; exercises work direction over subordinate personnel; and performs related duties as required.

Requires responsibility for: Explaining and carrying out established methods and procedures; making regular contacts with the general public, outside organizations and library personnel in connection with library operations and activities; and preparing and/or maintaining various files and records.

DISTINGUISHING FEATURES

The class of Library Technical Assistant II differs from Library Technical Assistant I in that this class has supervisory responsibilities over Library Technical Assistant I and subordinate personnel, contacts vendors and publishers, and may assist in revising the library catalog files.

SUPERVISION EXERCISED

The classification of Library Technical Assistant II receives supervision from a Librarian, and exercises supervision over subordinate technical and clerical library personnel.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises, trains and coaches subordinate personnel, including volunteers, and coordinates their assignments to meet the needs of the department.

2. Creates customer accounts and completes transactions such as processing library applications, resolving fines and fees, checking in and out physical and digital materials, and processing requests for new books, additional copies, and other library material.

3. Processes orders, overdue accounts, library card applications, requests for library material, new books, additional copies, serials, documents, and other library material.

4. Assists patrons in person, over the telephone and by correspondence regarding library policies, procedures and directional information; under supervision, assists patrons with routine questions, interpreting library policies and procedures, and with the location of library material, including electronic resources.

5. Searches for library materials; obtains information from bibliographies, files, records, databases, and other sources.

6. Does preliminary copy cataloging; makes proper entry of new serials; assigns Cutter numbers and creates metadata for digitized collections.

7. Files; assists in revising files; prepares and/or maintains various files and records; writes routine correspondence and incident reports; types; receives and records money; sorts books
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and prepares them for delivery to various locations, or mailing, or for discard, or bindery.

8. Generates reports such as circulation reports, overdue notices, paging lists, clear hold shelf lists, daily and weekly cash reports and other related reports.

9. Writes or telephones Communicates with vendors, and publishers, and other city departments regarding orders, invoices, and claims; follows up on these communications as necessary.

10. Assists with daily library operations, such as opening and closing procedures, completing ADA checklists, drafting desk schedules, and keeping the library orderly and pleasant. Charges and discharges library material.

11. Assists in opening and closing the branch or department and in keeping it orderly and pleasant; assists in inventorying the collection; assists in checking shelves for proper placement of books and for materials proper placement of books and for books in need of repair or replacement; may perform minor book repairs and/or weeding on condition as needed.

12. Collaborates in the creation, preparation, and display of various reference materials and resources.

13. May assist in preparing an exhibit, display or other publicity material; may drive bookmobile and assist librarian in serving bookmobile patrons.

14. May create, maintain, and troubleshoot technical issues related to the Library's website, intranet, and other electronic media systems; create, prepare, and organize audio, video, images, and graphics.

15. Troubleshoots, operates, and provides assistance to patrons with library equipment, including microfilm machines, scanners, multifunction devices (e.g. copy machines), and other electronic devices. May provide technical training to other Library staff.

16. Under the general supervision of a librarian, may be responsible for the day-to-day operations of a reading center branch or unit.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Library working procedures, reference aids and library terminology; library databases, electronic resources, and computer software applications; basic web editing and design techniques; general office procedures; the role of a public library and/or a school library in the community; methods used to develop office policies and procedures.

Ability and skill to: Supervise the work of clerical and other staff, including the ability to develop and administer performance evaluations and lead the work subordinates; understand, give, and follow oral and written instructions in English; clearly communicate work-related information to patrons, supervisors, and other library staff; and respond to inquiries from patrons; give attention to detail and accuracy, including money handling procedures; operate basic office equipment including computer; peripherals, telephone, multifunction copiers; learn and deliver training and support to others for software, hardware, and other electronic media; problem solve; multitask and manage deadlines; establish and maintain effective and cooperative relationships, including the ability to deal courteously and effectively with library patrons, other library staff, city departments, and the general public; maintain records; file, retrieve, code and
Title: Library Technical Assistant II  
Job Code: 3618

index data and information for the purposes of recordkeeping and organization of information; communicate in writing in a clearly and concisely with other library staff, vendors, the general public, and city departments; prepare accurate form reports; read, review, write, and understand information such as forms, documents, instructions, and or reports in English; plan and coordinate staff assignments to create smooth and efficient work flow.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education and Experience:

An A.A. Associate’s degree from an accredited college or university with a major in Library Information Technology AND one (1) year of full-time verifiable experience in technical library work in the areas of technical services, circulation, cataloging and/or information services equivalent to the duties performed by class 3616 Library Technical Assistant I in the City and County of San Francisco.

OR

An Associate’s degree from an accredited college or university with a major in any field AND completion of a Library Information Technology certificate program from an accredited college or university AND one (1) year of full-time verifiable experience in technical library work in the areas of technical services, circulation, cataloging and/or information services equivalent to the duties performed by class 3616 Library Technical Assistant I in the City and County of San Francisco.

OR

Completion of a Library Information Technology certificate program from an accredited college or university AND two (2) years of full-time verifiable experience in library work, at least one (1) year of which must have included technical library work in the areas of technical services, circulation, cataloging and/or information services, equivalent to the duties performed by class 3616 Library Technical Assistant I in the City and County of San Francisco.

OR

Three (3) years of full-time verifiable experience in library work, at least one (1) year of which must have included technical library work in the areas of technical services, circulation, cataloging and/or information services, equivalent to the duties performed by class 3616 Library Technical Assistant I in the City and County of San Francisco.

License and Certification:

None

SUPPLEMENTAL INFORMATION
Title: Library Technical Assistant II
Job Code: 3618

PROMOTIVE LINES

To: No normal lines of promotion
From: 3616 Library Technical Assistant I or Original Entrance Examination

ORIGINATION DATE: May 27, 1968
REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.
BUSINESS UNIT(S): COMMN, SFUSD, SFCCD