

TOWN OF LOS GATOS
CLASSIFICATION SPECIFICATION FOR: LIBRARIAN SERIES

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Revised November 2, 2015

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LIBRARY ASSISTANT
LIBRARIAN
LIBRARY DIVISION MANAGER

Classification specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

The Los Gatos Library exists to foster curiosity and community connection. The Library job series focuses on connecting our community with informational, recreational and cultural resources, including: books, movies, music, computers, programs, and etc. in a professional, friendly and efficient manner.

The job specification identifies the foundational duties performed, as well as the knowledge, skills, and abilities required at all levels in the job series.

DISTINGUISHING CHARACTERISTICS

Library Assistant: Non-supervisory level providing direct services to the public.

Librarian: Functions as program coordinator and may act in a supervisory capacity, responsible to oversee assigned collection and program areas.

Library Division Manager: Manages a department division, responsible for all activities of a team (Content or Access team).

ESSENTIAL FUNCTIONS STATEMENTS

Essential responsibilities include the following major categories of work and relate to all positions within this series. The examples are intended to be representative and not inclusive of all activities required of the positions.

1. Evaluates patron needs and assist patrons in locating information or materials
2. Staffs circulation, information desks, and teen room as well as roaming hours
3. Provides reference and readers' advisory services in person, via telephone, via email and via instant message services
4. Provides collection development for defined collection areas (including selection and weeding of materials)
5. Provides project support as needed

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6. Catalogs and classifies materials as needed
7. As assigned, serves on Department, Town and cooperative library system committees; participate in professional organizations and attend meetings and workshops
8. Provides technology assistance to patrons
9. Assists with marketing and communications efforts to the community
10. Assists with writing and reviewing policies related to the Library
11. Consistently embraces Library Customer Service Values

ADDITIONAL ESSENTIAL FUNCTIONS BY POSITION

Librarian:

1. Participates in identifying community needs and interests; work with team to develop specialized programs, services or collections to address these needs
2. Coordinates assigned functions with other departments and library systems
3. Provides budget oversight of specified collection and programming areas

Library Division Manager:

1. Schedules, trains, supervises and evaluates staff in assigned team
2. Makes hiring, disciplinary and termination recommendations
3. Handles difficult questions and situations that arise at public service desks
4. Handles customer complaints that escalate from staff
5. Actively participates in vendor relations, seeking new and innovative solutions
6. Assists in development of annual departmental budget
7. Serves as Acting Library Director as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Knowledge of principles and practices of professional library work
- Knowledge of basic cataloging and classification systems
- Knowledge of basic Reference and Reader's Advisory techniques
- Knowledge of Library Strategic Plan, Customer Service Values, and general positive customer service techniques
- Knowledge of safe work practices
- Knowledge of common computer applications such as email and internet searching

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Skills:

- Skills in listening attentively
- Skills in communicating effectively with diverse community members and colleagues
- Skills in applying observational techniques to recognize customers in need of assistance and respond proactively
- Skills in applying problem-solving techniques to new situations
- Skills in de-escalating difficult customer interactions
- Skills in maintaining focus and discipline
- Skills in maintaining neutrality

Abilities:

- Ability to effectively provide service to colleagues and customers
- Ability to effectively promote the usage of library facilities, services, and collections
- Ability to logically define problems and reach valid conclusions for solving them in a library setting
- Ability to work irregular hours, including nights and weekends
- Ability to maintain effective working relationships with those contacted in the course of work
- Ability to work effectively and courteously with all members of the public, including people of diverse cultural, ethnic, and socio-economic backgrounds
- Ability to organize materials and keep accurate records
- Ability to use the library computer system with reasonable accuracy and speed
- Ability to communicate effectively and carry out oral and written instructions
- Ability to learn and apply library policies and procedures, including circulation policies and customer service values

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS AND ABILITIES BY POSITION:

Library Division Manager:

Knowledge:

- Knowledge of principles and practices of supervision
- Knowledge of principles and practices of municipal budgeting
- Knowledge of principles and practices of team building

Skills:

- Skills in project scoping and management

Abilities:

- Ability to effectively lead a Library division
- Ability to effectively and accurately represent the Library to other departments, to the community, and to the broader professional Library community.

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MINIMUM QUALIFICATIONS:

Position	Education	Experience
Library Assistant	Completion of two years of college	Equivalent of 1 year of full-time library experience
Librarian	MLIS or equivalent experience	
Library Division Manager	MLIS or equivalent experience	Three years of increasingly responsible library experience, including supervisory or lead experience

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Employees must be able to maintain physical condition necessary for sitting, walking, and standing for extended periods of time; some stooping, crawling, crouching, and climbing; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

Employees work mainly indoors, in direct contact with other Town personnel and the public, without close supervision, with a high volume of work and firm deadlines.

REPRESENTATION

TEA (FLSA Non-exempt): Library Assistant, Librarian

Management/Unrepresented (FLSA Exempt): Library Division Manager

“At-Will”/Unrepresented: Temp/Hourly positions designated with fewer than 20 hours per week