

STATE OF CALIFORNIA – CALIFORNIA STATE LIBRARY
DUTY STATEMENT

Current Proposed

POSITION INFORMATION	
Approval Date: 6/26/2024 JG	Effective Date:
Position Control Number: 4087	Position Number: 175-108-1307-001
Bureau/Section: SLS/Sutro	Classification: Library Technical Assistant I
Specific Location Assigned: San Francisco, CA	Working Title: Library Technical Assistant
Working Hours/Scheduled to be Worked: 8 a.m. – 5 p.m., Monday - Friday	Incumbent: VACANT
CONFLICT OF INTEREST	
<input type="checkbox"/> Conflict of Interest Filing (Form 700) required <input checked="" type="checkbox"/> Not Applicable This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment and once per year. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
DEPARTMENT STATEMENT	
YOU ARE A VALUED MEMBER OF THE CALIFORNIA STATE LIBRARY’S (STATE LIBRARY) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE STATE LIBRARY TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.	
DUTIES AND RESPONSIBILITES OF THE POSITION	
Job Description: Under the supervision of the Principal Librarian of the Sutro Library of the California State Library, the Circulation, Reserves & Stacks Coordinator is responsible for providing quality library services to the public, San Francisco State University community, staff and state employees and ensures maintenance of library collections by answering simple reference and directional questions, providing circulation services, processes interlibrary loans (ILL), and participating in collection maintenance activities. Duties include but are not limited to the following:	
PERCENTAGE OF DUTIES	ESSENTIAL FUNCTIONS
40%	PUBLIC SERVICE Provides service to state employees, members of the San Francisco State University (SFSU) community, the general public, and other libraries. These services involve in-person, telephone, email, and other online systems and include orienting patrons to the

STATE OF CALIFORNIA – CALIFORNIA STATE LIBRARY
DUTY STATEMENT

	<p>information products of the California State Library; addressing incoming reference/information questions and requests, answering simple to moderately-difficult questions and referring complex research questions to librarians; verifying the eligibility of patrons for various library services and database access; creating and revising electronic patron records; charging, discharging, reserving and renewing library materials, following library policies; receiving and processing duplication requests which supports the Library's Digital First Initiatives; preparing documentation for billing patrons and libraries for lost materials; maintaining equipment used by patrons and staff by refilling paper trays and other necessary supplies, and calls service when needed; assisting patrons with library equipment such as scanners, microfilm/microfiche readers; and communicating library policies and procedures. Processes incoming requests for library materials from patrons, staff and ILL and fills these requests in a timely manner.</p>
<p>35%</p>	<p><u>COLLECTION AND CATALOG MAINTENANCE</u> Creates item records and modifies holdings records in Alma Primo, the California State Library's integrated catalog that provides centralized access for both patrons and staff for all of the State Library's resources electronically. Assists with reproduction requests, works closely with catalogers to conduct searches for missing materials, pages materials for staff and patron use. Assists in filing complex and rare special collections materials including varying condition, size, and weight to include maps, rare books, archival materials, and original art works. Coordinates and implements all collection shifts and shelf reading projects; shifts materials in the stacks to accommodate growth. Working with the Principal Librarian, discards superseded library materials in compliance with stated State Library procedures; makes sure shelves are in proper order according to both Dewey Decimal and Library of Congress filing systems and upright. Works on special projects assigned by librarians, such as withdrawing materials from the collection and creating bibliographic listings; Barcodes and processes all new donations and acquisitions with spine labels, barcodes, and verification of cataloging status. Keeps accurate records of missing items and files. Processes incoming new books, periodicals, and other materials by attaching barcodes to the item, checking in Alma Primo for matching information, writing the call number on the book and shelving the item in the appropriate area.</p>
<p>10%</p>	<p><u>INTERLIBRARY LOANS</u> Assists with the processing of interlibrary loan (ILL) requests. Maintains paper and electronic files connected with ILL requests and creates and maintains ILL statistics on ILL transactions. Charges materials to ILL borrowers and ships library materials using</p>

STATE OF CALIFORNIA – CALIFORNIA STATE LIBRARY
DUTY STATEMENT

	proper packaging and labeling. Determines and tracks postage classification and weight, verifying addresses, and determining appropriate type of mail. Receives returned materials to the library, checks them back into the collection and reshelves them. Answers questions about the State Library's ILL policies and procedures. Registers libraries by imputing mailing and contact information into Alma Primo and pursues overdue ILL materials by sending out notification letters and/or making phone calls. Develops and revises as needed procedures for the circulation of various types of library materials
10%	<u>STATISTICS</u> Creates, maintains, and provides accurate annual and monthly statistics on all types of reference using RefTracker, the State Library's automated reference interaction tracking system, ILL, patron walk-in numbers, item circulation and re-shelving, special collections and classroom usage. Under the Principal Librarian's supervision, requests and tracks unit's supply orders. Assists the Principal Librarian with identifying new digital resources and programs to improve Sutro Library Services. Serves as the Sutro Library section's timekeeper. Provides research and statistical and timekeeping reports as requested and necessary.
PERCENTAGE OF DUTIES	MARGINAL FUNCTIONS
5%	Participates in State Library study groups and may serve on State Library Committees such as ILL process task force as well as other process improvement related committees.
WORKING ENVIRONMENT	
Supervision Received: The Library Technical Assistant I reports to and receives the majority of assignments from the Principal Librarian of the Sutro Library; however, direction and assignments may also come from other librarians at the Sutro Library, the Assistant Bureau Chief and Bureau Chief of the California State Library.	
Supervision Exercised: There is no supervision exercised with this position.	
Administrative Responsibility: There is no administrative responsibility exercised with this position.	
Personal Contacts: The Library Technical Assistant I has frequent contact with 1) CA State Library personnel to discuss workflows between the Sutro Library in San Francisco and the State Library buildings in Sacramento, assist patrons, and resolve issues; 2) frequent contact with SFSU community members to assist their clientele and resolve any issues with mail delivery or facilities that may arise 3) the general public to assist with various customer needs, answering questions, and providing	

STATE OF CALIFORNIA – CALIFORNIA STATE LIBRARY

DUTY STATEMENT

research assistance (in person, on the telephone, email, and through the library's reference tracking software and other electronic means).

Actions and Consequences: Frequent and/or significant errors in processing or shelving library materials could lead to inability of users to identify titles and holdings of needed materials, false or misleading bibliographic reports, and missing materials. Frequent and/or significant errors in services could lead to state employees and the public receiving incorrect or inadequate information, degradation of customer service quality, and public loss of confidence in the California State Library, leading to loss of institutional credibility. Frequent errors in shelving and stack coordination adversely impacts service to patrons, fellow colleagues, and collection development functions of the library.

Functional Requirements: The Library Technical Assistant I must have the ability to access materials located in dense shelving environments including material that may be at floor level or up to and over five (5) feet off the ground with the use of a rolling, movable ladder when necessary; move rolling, fully loaded book trucks, move and position objects weighing up to 35 pounds including large, and awkward library books and other library materials with assistance if required; retrieve information from microfiche/microfilm machines and to digitize information using a variety of scanners. The incumbent works 40 hours per week in an office setting, with artificial light and temperature control and works at a public information desk. Daily access to and use of a personal computer and telephone (80%) is essential. Computer work can include data entry, barcode scanning and updating item records in the online catalog. Incumbent coordinates and implements all moves and transports of material, both circulating and rare; filing responsibilities that require moving about or positioning self (<5%) and using a cart to move and examine library materials. Sitting and standing requirements are consistent with library work. Incumbent is expected to travel occasionally (<1%), when necessary.

Other Information: Advocates for and incorporates Digital First initiatives in projects; Guided by the principles of excellent customer service and in alignment with Digital First initiatives, provides services to state employees, members of the public, and to other libraries via in-person, telephone, email, and other online transactions.

SUPERVISOR CERTIFICATION AND SIGNATURE

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS DUTY STATEMENT TO THE EMPLOYEE NAMED ABOVE.

STATE OF CALIFORNIA – CALIFORNIA STATE LIBRARY
DUTY STATEMENT

Supervisor Name (Print)	Supervisor Signature	Date:
EMPLOYEE STATEMENT AND SIGNATURE		
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT AND I CERTIFY THAT I POSSESS ESSENTIAL PERSONAL QUALIFICATIONS INCLUDING INTEGRITY, INITIATIVE, DEPENDABILITY, GOOD JUDGMENT, AND ABILITY TO WORK COOPERATIVELY WITH OTHERS; AND A STATE OF HEALTH CONSISTENT WITH THE ABILITY TO PERFORM THE ASSIGNED DUTIES AS DESCRIBED ABOVE WITH OR WITHOUT REASONABLE ACCOMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR SUPERVISOR WHO WILL DISCUSS YOUR CONCERNS WITH THE HEALTH AND SAFETY OFFICER.)		
Employee Name (Print)	Employee Signature	Date: