

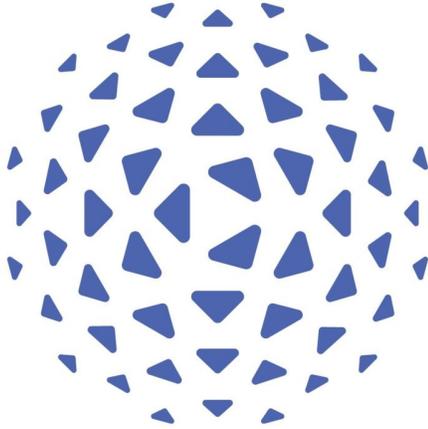


Library Assistant I/II - Bilingual Language Skills Preferred (Open and Promotional)

Salary: See Position Description

FINAL DATE FOR FILING: February 03, 2020.

THE POSITION



San Mateo County Libraries

Do you want to be a part of an award-winning team and work with amazing people? Are you someone who can make a difference through diverse outreach, helping create a literate and informed community, provide amazing customer service, and participate in exciting programming? If you answered "yes," consider meeting us and joining our team. We welcome diversity, and bilingual skills are always a PLUS. We also offer bilingual pay to qualified employees.

Apply for a Library Assistant position with San Mateo County Libraries (SMCL) and join us in igniting growth through transformative experiences!

BROCHURE: <https://jobs.smcgov.org/wp-content/uploads/2020/01/Library-Assistant-Brochure.pdf>

In addition to working in a positive and fun customer care role in our libraries, Library Assistants have the opportunity to provide support to programs and outreach events that include story times, play facilitation, hands-on craft and STEM activities for children, as well as book clubs, technology instruction, music events, and more for teens and adults! This is an opportunity to join a dynamic public services team and to make a positive impact in the community!

Those selected as Library Assistants will have the opportunity to:

- Provide excellent customer service to library patrons by assisting them with circulation, technology, and questions on a variety of topics.
- Work to efficiently process and merchandise library materials to get books, movies, and music into the hands of our customers.
- Present exciting library programming to customers of all ages, inside and outside of the library.
- Serve on committees and positively contribute to the San Mateo County Libraries' strategic initiatives.

Additionally, Library Assistants may also have opportunities to get involved with programming and outreach or do clerical work with our support departments.

Because of the diversity of the communities served, the Library strongly encourages individuals with fluent bilingual language skills to apply, especially those with Spanish-English, Mandarin-English and/or Cantonese-English language skills.

The eligible list generated by this recruitment may be used to fill current and future vacancies throughout San Mateo County Libraries, which includes locations in Atherton, Brisbane, Belmont, Foster City, Half Moon Bay, East Palo Alto, Portola Valley, Millbrae, Woodside, Pacifica, San Mateo, and San Carlos. The current vacancies are anticipated at the Belmont, Brisbane, East Palo Alto, Portola Valley, and Foster City Libraries, as well as on the Bookmobile Team, though this could change by the time of the interviews. The East Palo Alto and Bookmobile positions are full time and are bilingual skills required in Spanish. The other positions are part-time and bilingual preferred, but not required. We also have multiple vacant extra-help Library Assistant positions, which we will address after filling the regular positions.

THE IDEAL CANDIDATE

We are looking for enthusiastic, customer service-oriented and flexible Library Assistants who are effective in communicating with people from a variety of backgrounds. Experience working in a library, social services, youth development, education, or early childhood setting is also highly preferred.

In addition, the **ideal candidate** will have the ability to:

- Seek out opportunities to inspire with friendly customer service and actively provide opportunities for discovery, enrichment, and uplifting the community.
- Communicate clearly and considerately with co-workers, volunteers, and patrons.
- Model exemplary customer care in all interactions--including in person, at a program, at outreach events, helping with library card or circulation issues, address suggestions for improvements, or otherwise ensure that our library users are uniformly welcomed.
- Work with a variety of technologies to provide services to library patrons and troubleshoot computer issues.
- Use independent judgment to interpret and apply library policies and procedures.
- Work collaboratively with staff and volunteers to reach goals.
- Plan and lead a variety of creative, exciting programs for the public in concert with Librarian and Community Program Specialist staff.
- Contribute innovative ideas for library programs and services in the branch and throughout SMCL.
- Thrive in a changing environment.
- Thrive in initiating interactions, starting conversations, and marketing the library to the community, one person at a time.
- Communicate inclusivity and cultural sensitivity and be approachable in verbal, written, and non-verbal communications.
- Work a required schedule that includes a combination of day, evening, and weekend shifts.

In addition to the skills and abilities mentioned above, the individual selected for the Bookmobile position will need to be able to drive. They will possess a good driving record - free of moving violations - have a good record of attendance and punctuality, possess exceptional organizational skills, have strong communication skills, have exceptional customer service skills, and possess the ability to work effectively in a close-contact, team environment.

SALARY

Library Assistant I (\$25.13 – \$28.08)

Library Assistant II (\$26.51 – \$33.16)

NOTE: The eligible list generated from this recruitment may be used to fill future extra-help, term, unclassified, and regular classified vacancies. Some extra help positions may be

eligible for benefits under the Affordable Care Act. For more information, please see: <https://hr.smcgov.org/sites/hr.smcgov.org/files/EH%20OE%202020%20Information.pdf>

QUALIFICATIONS

Knowledge of:

- Excellent customer service practices.
- Modern library services and functions.
- Internet searching skills.
- Computers and technology
- Correct written and oral English usage.
- Basic math.

Skill/Ability to:

- Deal tactfully and effectively with a wide variety of individuals.
- Interpret and apply library procedures and policies.
- Use, and teach patrons to use, a changing variety of technologies.
- Plan, promote, and execute library programming.
- Be flexible in responding to frequent change.
- Direct and instruct volunteers.
- Work with a cash drawer, make change, determine cash balances, etc.
- Understand and follow oral and written directions.
- Demonstrate accuracy and attention to detail.

Experience and Education: Qualified candidates possess any combination of education and experience that would likely provide them with the required knowledge, skills, and ability.

- Library Assistant I: No specific education or experience is required.
- Library Assistant II: One year of public contact and support experience in a library.

Other Requirements:

- Must be available to work a schedule that includes a combination of days, evenings, and rotating weekends.
- A valid driver's license (Bookmobile position only)

APPLICATION/EXAMINATION

Open and Promotional. Anyone may apply. Current County of San Mateo and County of San Mateo Superior Court of California employees with at least six months (1040 hours) of continuous service in a classified regular, probationary, SEIU or AFSCME represented extra-help/term position prior to the final filing date will receive five points added to their final passing score on this examination. *Responses to the supplemental questions must be submitted in addition to our regular employment application form.*

The examination process will consist of an application screening (weight: pass/fail) and a panel interview or oral examination (weight: 100%). Based solely on the information provided in the application materials, an application screening committee will select those applicants whose education, training and experience most closely matches the needs of the department. Those selected will be invited to a panel interview. Depending on the number of applicants, an application appraisal of education and experience may be used in place of other examinations or further evaluation of work experience may be conducted to group applicants by level of qualification. *Applicants who meet the minimum qualifications are not guaranteed advancement through any subsequent phase of the examination.* All examinations will be given in San Mateo County, California and applicants must participate at their own expense.

IMPORTANT: Applications for this position will only be accepted online. If you are currently on the County's website, you may click the 'Apply' button. If you are not on the County's

website, please go to <https://jobs.smcgov.org> to apply.

~ **Tentative Recruitment Schedule** ~

Final Filing Date: February 3, 2020

Application Screening: Week of February 10, 2020

Civil Service Panel Interview: March 2, 3, and 4, 2020

Departmental Interview: TBD

At the County of San Mateo, we take pride in the way our employees bring together their diverse backgrounds, experiences, and perspectives to serve our community's needs.

The County is an Equal Employment Opportunity Employer.

Analyst: Ximena Burns (01212020) (Library Assistant I/II - K009/K010)

Job Number: K010-21

Library Assistant I/II - Bilingual Language Skills Preferred (Open and Promotional) Supplemental Questionnaire

- * 1. **NOTE:** Applicants for this position are required to submit responses to the supplemental questions below. Your responses will give us additional and important information about your background and experience related to this position and will weigh heavily in the Application Screening. This information will also be used in the selection process. Your responses should be well-crafted using proper English grammar, punctuation and spelling. Be thorough, complete and specific, yet concise. Neatness, clarity of expression and the ability to follow instructions will be considered in the evaluation process. **A resume will not be accepted as a substitute for your responses.**
 - I have read and understand these instructions.
- * 2. Based on the information in the job announcement please provide examples of experiences you have had that demonstrate your ability to excel in welcoming and serving the community.
- * 3. Library customers frequently request personal assistance in many areas of learning and exploration - from selecting a great book to designing a custom 3-D printed prototype. How would you approach helping people with very diverse needs? How would you approach providing assistance in an area in which you were not confident?
- * 4. Tell us about a time you went above and beyond in offering excellent customer care. What was the effect on the customer, your co-workers, and your employer?
- * 5. Because of the diverse population in San Mateo County some of the libraries hire Library Assistants who have bilingual skills. **Do you have bilingual language skills?** *An answer of "No" will not disqualify you from this recruitment.*
 - Yes No
- * 6. If your answer to the question above is "Yes", please list any languages, other than English, in which you are fluent. If you have had opportunities to utilize your bilingual skills in a work setting, please describe those experiences. (If you are not bilingual please answer "n/a" to this question.)

* Required Question

San Mateo County is an Equal Opportunity Employer