



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

\$3,683 - \$4,862 /Month

FINAL DATE FOR FILING: August 27, 2015.

THE POSITION

San Mateo County Library (SMCL) is seeking candidates for the position of **Library Assistant I/II** to help provide innovative, dynamic services that connect the members of our diverse communities with opportunities for individual growth and enrichment.

Those selected as Library Assistants will have the opportunity to:

- Provide excellent customer service to library patrons by assisting them with circulation, technology and basic reference questions
- Work to efficiently process and merchandise library materials in order to get books, movies and music into the hands of our patrons
- Present exciting library programming to patrons of all ages, inside and outside of the branch
- Serve on committees and positively contribute to the direction of San Mateo County Library as a whole

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 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. The ability to speak a second language is preferred and bilingual candidates are always strongly encouraged to apply. Experience working in a library, youth development or early childhood setting is also highly preferred.

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

- Provide welcoming and responsive customer service to patrons of all ages, backgrounds and needs
- Communicate clearly and considerately with co-workers, volunteers and patrons
- Work with a variety of technologies to provide services to library patrons and troubleshoot computer issues as needed
- Use independent judgment to interpret and apply library policies and procedures
- Work collaboratively with staff and volunteers to reach branch goals
- Work with Librarian staff to assist patrons with their information needs
- Plan and lead a variety of creative, exciting programs for the public in concert with Librarian staff
- Contribute innovative ideas for library programs and services in the branch and throughout SMCL

- Thrive in a changing environment
- Communicate clearly in written and oral English
- Work a required schedule that includes a combination of day, evening and weekend shifts

NOTE: The eligible list created by this recruitment will be used to fill both full-time and part-time positions throughout the Library System. The list could also be used to fill extra-help or limited-term positions. The successful applicants will be able to work regularly scheduled evening and weekend shifts.

SAN MATEO COUNTY LIBRARY

The San Mateo County Library (SMCL) is a Joint Powers Authority comprised of the cities of Atherton, Belmont, Brisbane, East Palo Alto, Foster City, Half Moon Bay, Millbrae, Pacifica, Portola Valley, San Carlos, Woodside and the unincorporated areas of San Mateo County. SMCL is a high performing organization. Named a four star library by Library Journal for the sixth consecutive year, SMCL ranked 2nd in California among similar peer libraries. SMCL is committed to providing quality public service. To achieve this we value diversity among staff and encourage each employee to take personal responsibility and make individual contributions. In addition to a broad range of digital content and services the Library includes twelve community libraries, bookmobile service and a literacy program. Serving a population of 270,000 residents, SMCL circulated over 3.7 million items to 2.2 million visitors last year. For more information about San Mateo County Library, please visit www.smcl.org.

Examples Of Duties:

QUALIFICATIONS

Knowledge of:

- Excellent customer service practices
- Modern library services and functions
- Basic 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 technology, computers, programs and applications
- 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

APPLICATION/EXAMINATION

Anyone may apply. Current San Mateo County employees with at least six months (1040 hours) of continuous service in a classified regular, probationary, SEIU or AFSCME represented extra-help, or temporary position prior to the final filing date will receive five points added to their final passing score on this examination.

Both the County Employment Application Form and its attached Supplemental Questionnaire must be completed and submitted in order for you to be considered for this position.

The examination process will consist of an application screening (weight: pass/fail) and a panel interview or oral examination (weight: 100%).

Application Screening

The application screening will include a careful review of each candidate's employment application. The responses to the supplemental questions will be heavily considered in the screening process. Please provide detailed information, answer the questions completely using proper grammar and English language usage, and communicate clearly and concisely. Those applicants who receive a passing score on the rating of the application materials will be invited to the panel interview.

Panel Interview

The panel interview is a standard component of most Civil Service selection processes. Each candidate will be interviewed individually by a panel of three (or more) subject matter experts from the Library System. All candidates will be asked the same questions, in the same order, for approximately the same amount of time. Responses to each question will be scored based on pre-determined scoring criteria. Each candidate will receive an overall interview score which will determine that candidate's ranking or placement on the eligible list.

Depending on the number of applicants, a screening committee may select those applicants whose education and/or experience appear to best meet the needs of the position.

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 above. If you are not on the County's website, please go to <http://jobs.smcgov.org> to apply.

~ Recruitment Schedule ~

Final Filing Date: Thursday, August 27, 2015 by 11:59 p.m.

Application Screening (tentative): September 2, 2015
Panel Interview (tentative): September 16 and/or 17, 2015

San Mateo County is an Equal Opportunity Employer

Analyst: Chet Overstreet (082115) (Library Assistant I/II - K009/K010)

Job Number: K010-15

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.
- Yes No
- * 2. The Library Assistant position can be considered an entry-level position in the San Mateo County Library System. Based on the information in the job announcement please provide examples of experiences you have had, perhaps through volunteer opportunities, school projects or clubs, or in other employment situations, that demonstrate your ability to perform the duties of this position.
- * 3. Library patrons frequently request personal assistance in using the web, troubleshooting computer functions, using tablets or handhelds, and downloading e-books from a variety of devices. Please describe your personal and professional level of familiarity in using these technologies and in problem-solving issues related to their use. Describe how you have approached (or would approach) an example scenario with a library patron (or customer).
- * 4. Tell us about a time you went above and beyond in offering excellent customer service.
- * 5. Describe a time you had a conflict with someone in a work-related setting. What was the problem, how did you handle it and what was the outcome?
- * 6. The Library offers a variety of services and programs (story times, special events, computer classes, etc.). Describe your work on a program or service, preferably at a previous job. What was your role, how did you contribute to the success of the program or service and what was the outcome?
- * 7. Because of the diverse population in San Mateo County some of the libraries hire Library Assistants who have bilingual language skills. **Do you have bilingual language skills?**
- Yes No
- * 8. 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.)
- * 9. San Mateo County departments sometimes need **extra-help** workers in addition to regular employees. Extra Help positions offer temporary part-time or temporary full-time employment for 1040 hours (which equates to approximately six months of full-time work). However, employment might end sooner depending on the needs of the hiring departments. Extra-help positions are paid on an hourly rate basis and do not provide employee benefits. Extra-help workers are not guaranteed permanent status at the end of the extra-help assignment. Are you interested in extra-help employment? (A "No" answer to this question will not affect your application for permanent employment.)

Yes No

* Required Question

San Mateo County is an Equal Opportunity Employer