

**TOWN OF LOS GATOS**  
**CLASSIFICATION SPECIFICATION FOR: LIBRARY SPECIALIST SERIES**

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Revised October 25, 2015

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**LIBRARY SPECIALIST**  
**LIBRARY TECHNOLOGY SPECIALIST**

*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 Specialist job series focuses on the technical and procedural aspects of 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**

Incumbents work with minimal supervision; the positions require the use of independent judgment. Positions in this classification may work varied schedules including nights and weekends.

**Library Specialist:** Under general direction, performs responsible library activities involving customer service, library materials, files, timesheets, equipment, financial systems and the library computer system to support library functions and services. This classification performs a variety of paraprofessional duties and clerical support activities combining broad knowledge of customer service values, library organization, materials purchasing procedures, cross-departmental collaboration and computerized systems.

**Library Technology Specialist:** The Library Technology Specialist has primary responsibility to provide ongoing technical support of information systems and processes important to Library services and operations. Under general direction, provides a reliable, accurate, responsive, efficient, safe and secure information systems platform for library service delivery including: managing data and voice network operations, staff and public computing, application software, databases, and materials management systems. Responds to staff calls for help, troubleshoots and solves hardware and software problems, monitors overall system performance, implements improvements and works with the management team to develop long-range technology plans. Supervises occasional volunteers and temporary employees and/or interns.

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**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 project support as needed
5. As assigned, serves on Department, Town and cooperative library system committees
6. Provides technology assistance to patrons
7. Assists with writing and reviewing policies related to the Library
8. Consistently embraces Library Customer Service Values
9. Performs related duties and responsibilities as required
10. Maintains computer files in the library computer system, including bibliographic and inventory information; creates new records, adds, deletes, or corrects information and troubleshoots as required

**ADDITIONAL ESSENTIAL FUNCTIONS BY POSITION**

**Library Specialist:**

1. Performs copy and original cataloging and classification of fiction and descriptive cataloging for non-fiction materials; establishes bibliographic records in accordance with recognized standards; enters bibliographic data into a computerized cataloging system using a combination of specialized coding techniques and commands
2. Performs acquisition duties, including conducting searches for available bibliographic sources, initiates orders and payments, communicates in written and verbal form with vendors, monitors back orders, receives and prepares materials for public use
3. Coordinates timesheets for all library staff members
4. Maintains employee records for Library use
5. Acts as liaison to finance department, creating requisitions, processing purchase orders, and coordinating with vendors and performers for documentation and scheduling purposes
6. Keeps and compiles statistics for State Report and other analysis
7. Monitors library expenses and invoices
8. Processes monetary donations and conduct correspondence for the Library
9. Maintains library bulletin boards

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**Library Technology Specialist:**

1. Coordinates strategic planning for technology, including defining need and goals, evaluating and recommending solutions, planning and managing the technology budget
2. Manages and maintains all public and staff computers, servers, operating systems, and office equipment
3. Develops, documents and implements network administration policies and processes
4. Compiles and interprets statistics and prepares reports
5. Performs standard updates and routine procedures necessary for the operations of a variety of modules in the KOHA integrated library system
6. Maintains and troubleshoots hardware, software, and network issues
7. Ensures system integrity, reliability, responsiveness, security and compliance with library policies
8. Maintains a regular backup schedule and off-site backup storage
9. Ensures that systems serving library customers are first priority for trouble calls
10. Oversees training and instruction of staff on computer services
11. Develops and implements library technology plans
12. Deploys sound project management practices including goal/problem identification and decision analyses
13. Using Town of Los Gatos purchasing guidelines, prepares RFPs, bids or requests written quotes
14. Works closely and communicates regularly with Town of Los Gatos MIS Department, Facilities and outside Vendors

**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

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

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- Skills in maintaining neutrality

Abilities:

- Ability to effectively provide service to colleagues and customers
- 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 establish and maintain vendor relations
- 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 Specialist:**

Knowledge:

- Knowledge of professional office practices and procedures
- Knowledge of financial systems
- Knowledge of basic editing practices
- Knowledge of purchasing policies

Abilities:

- Ability to maintain confidential records
- Ability to communicate and work effectively with the Town's Clerk and Finance Departments

**Library Technology Specialist:**

Knowledge:

- Knowledge of server installation and maintenance
- Knowledge of Apple, PC, Printer, Self-Check, RFID and Barcode Scanner operations
- Knowledge of database maintenance
- Knowledge of networking and server maintenance
- Knowledge of automated library systems
- Knowledge of SQL

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Abilities:

- Simplify complex technological topics for novices
- Establish and maintain effective working relationships with the Town MIS Department

**MINIMUM QUALIFICATIONS:**

<b>Position</b>	<b>Education</b>	<b>Experience</b>
Library Specialist	Completion of two years of college	<ul style="list-style-type: none"> <li>• Full or part-time library experience equivalent to one year of full-time hours, with an emphasis on acquisitions and financial systems.</li> <li>• Experience may be substituted for education on a year-for-year basis, however, education may not substitute for experience.</li> </ul>
Library Technology Specialist	B.S. in Computer Science or MLIS	<ul style="list-style-type: none"> <li>• Full or part-time library experience equivalent to two years of full-time hours, with an emphasis on computer systems.</li> <li>• Experience may be substituted for education on a year-for-year basis, however, education may not substitute for experience.</li> </ul>

**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 (non-exempt)