



## Memorandum

**Date:** November 10, 2021

**To:** Civil Service Commission

**From:** Jami Kerr-Jenkins, Personnel Analyst

**Subject:** **REQUEST TO APPROVE REVISED CLASSIFICATION SPECIFICATION–  
LIBRARY CLERK I-IV**

On September 29, 2021, the Civil Service Department received correspondence from Joe Ambrosini, Director of Human Resources, requesting the Civil Service Commission approval of the revised classification specification for Library Clerk I-IV. This recommendation was initially presented to the Civil Service Commission on October 13, 2021. As a result, a revision was made to add the quarter unit equivalency to the education requirement. This revision has been reviewed and approved by the Department of Human Resources and International Association of Machinists and Aerospace Workers (IAMAW). Staff has reviewed the revision and recommends approval in accordance with Article XI, Section 1101(d) of the City Charter.

### **Facts for Consideration:**

- The classification of Library Clerk I-IV is exclusive to the Department of Library Services.
- The Library Clerk I-IV, under general supervision, performs a wide variety of entry and journey-level clerical library duties and interfaces with patrons in providing public and technical library services.
- The classification specification of Library Clerk I-IV was established in 1953 and was last revised on February 22, 2002 and no revisions have been made since.
- The proposed changes to the Library Clerk I-IV Classification Specification are as follows:
  - **Example of Duties:** Updated the job duties with more specific, updated language that reflects the various duties of the job to include:

- Replaced “Assists with collection development and programming.” with “Assists professional or para-professional staff with program preparation.
- Added the following duties from past job bulletins to the classification specification:
  - May use book bins, book trucks, and similar equipment.
  - May operate delivery vehicles.
  - May prepare displays and exhibits.
- **Minimum Qualifications:** Minimum qualifications were revised to simplify, make more inclusive and reflect the minimum requirements on past job bulletins. The revisions are as follows:
  - Added equivalent customer service environment (e.g. banks, retail, etc.) to existing statement to read “One year of paid full-time equivalent experience in performing routine clerical and customer service duties in a library system or equivalent customer service environment (e.g., banks, retail, etc.).”
  - Revised the requirement “Completion of twelve (12) college units in library science may be substituted for the six months of experience in the City of Long Beach Public Library System” to read “Completion of twelve (12) **semester** or **eighteen (18) quarter\*** college units in library science or a library technician program.” *\*Revisions from 10/13/21 CSC meeting.*
  - The words full-time and equivalent were added to best describe the type of work experience needed to meet the minimum qualifications.
- **Knowledge, Skills and Abilities:** Knowledge and ability statements were updated on the classification specification to reflect past job bulletins as follows:
  - Added “Knowledge of standard library practices.”
  - Removed “Ability to type accurately and neatly” since typewriters are no longer used.

- **Additional Requirements to File:** Minimal revisions were made to more accurately describe the requirements.
  - “Willingness to work part-time or irregular schedules including evenings and weekends” now reads “Willingness to work part-time or irregular schedules including evenings and weekends and travel between the various city libraries.”

Staff worked with the Department of Library Services and the Human Resources Department on the proposed changes to the Library Clerk I-IV classification. The International Association of Machinists and Aerospace Workers (IAMAW) was notified of the proposed changes on April 20, 2021 and subsequent revisions on October 20, 2021. Staff met its Meet and Confer obligation with the International Association of Machinists and Aerospace Workers (IAMAW) on April 30, 2021 and June 10, 2021. The meet and confer process was closed out on September 24, 2021.

The Department of Library Services, the Human Resources Department and the International Association of Machinists and Aerospace Workers (IAMAW) have been informed that this request is on today’s agenda and representatives from the departments will be present to respond to any questions from the Civil Service Commission.



Date: September 29, 2021

To: Civil Service Commission

From: Joe Ambrosini, Director of Human Resources



Subject: **CLASSIFICATION SPECIFICATION REVISION – LIBRARY CLERK**

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Attached please find a draft revised classification specification for Library Clerk. The classification specification was revised to be consistent with recent Civil Service job bulletins for the classification. Minor changes were made throughout the classification specification to modernize language. The Example of Duties were revised to reflect the current duties of the classification. The Minimum Qualifications were updated to also include experience in a customer service environment as qualifying experience. Additionally, the classification specification now includes a Knowledge, Skills and Abilities section.

Human Resources staff worked with Civil Service and the Library Services Department to complete the meet and confer process. Having completed the meet and confer process with the labor association that represents the classification, the Department of Human Resources is requesting the Civil Service Commission adopt the revised classification specification for Library Clerk.

Should you have any questions regarding this item, please contact Russ Ficker, Human Resources Officer at (562) 570-7147.

Attachment

1. Library Clerk Classification Specification

cc:

Fred Verdugo, Deputy Human Resources Director  
Russ Ficker, Human Resources Officer

**TITLE:** **LIBRARY CLERK I – IV**

**DEFINTION:** Under general supervision, performs a wide variety of entry and journey-level clerical library duties and interfaces with patrons in providing public and technical library services.

**DISTINGUISHING CHARACTERISTICS:**

Grade Level I: Under supervision performs the basic duties of the classification such as handling circulation and public service desk duties and using the automated system to perform circulation functions (e.g. check materials in and out).

Grade Level II: Provides clerical support for the operation of a department, branch or specialized services such as Interlibrary Loan (ILL), reserves or volunteers. Responds to “ready reference” questions, requiring minimal research. May order, receive and catalog library materials. May act as a lead person directing the daily activities of subordinates.

Grade Level III: In addition to the above, may interview, select, evaluate, supervise, and discipline subordinates.

Grade Level IV: Provides highly specialized, system-wide library clerical support, requiring independent judgment and problem-solving. This grade level also requires significant knowledge of library practices and supervision. May interview, select, evaluate, supervise, and discipline subordinates.

Performs full-time para-professional work under the supervision of a Librarian. May assist professional staff with ready reference and programming. May serve as the assistant supervisor in Circulation or as the supervisor in Acquisitions.

**EXAMPLES OF DUTIES:**

- Performs circulation and service desk duties using the automated system to check out and check in library materials; collects fines and fees; and registers new borrowers;
- Interprets and resolves questions regarding library circulation policies;
- Receives, refunds, reconciles cash, and prepares cash receipt reports;
- Orders and maintains records for library books and materials;
- Assists in routine cataloging of library books and materials;

- Types letters, reports, forms, and notices;
- Maintains statistical and other records;
- Operates standard office machines;
- Develops, maintains, and disseminates directory information;
- Assists professional or para-professional staff with program preparation;
- Operates and makes minor repairs to audiovisual equipment;
- May use book bins, book trucks, and similar equipment;
- May operate delivery vehicles;
- May prepare displays and exhibits;
- May open and close libraries; and
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

- One year of paid full-time equivalent experience in performing routine clerical and customer service duties in a library system or equivalent customer service environment (e.g., banks, retail, etc.).

OR

- Six months of paid full-time equivalent experience performing routine clerical duties with the City of Long Beach Public Library System.

OR

- Completion of twelve (12) semester or eighteen (18) quarter college units in library science or a library technician program.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of standard library practices;
- Ability to interact with a wide variety of people in a courteous and effective manner;
- Ability to learn and use a computer and peripherals;
- Ability to perform clerical duties that require a knowledge of grammar, spelling, punctuation, and mathematics; and
- Some positions require the ability to routinely lift 20 to 40 pounds with or without accommodation.

Willingness to work part-time or irregular schedules including evenings and weekends and travel between the various city libraries.

Valid motor vehicle operator's driver's license.

**HISTORY:****Established:** 07/53

Deleted per Salary Resolution: 09/01/76

Re-established: 07/13/77

Revised: 04/28/83, 08/21/84, 07/16/86, 05/10/88, 02/22/02,  
09/29/2021

Approval/Adoption Dates: 02/22/02-Human Resources Dept.

Civil Service Commission: 02/27/02, 11/10/2021