San Luis Obispo County Civil Service Commission Regular Session Meeting Wednesday September 28, 2022 @ 9:00 A.M. 1055 Monterey Street, Suite D-271 San Luis Obispo, CA



AGENDA

MEMBERS OF THE COMMISSION
President - Jeannie Nix
Vice President - Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes

The following draft minutes are submitted for approval:

a. August 24, 2022

4. Reports

Commission President Commission Counsel Commission Outside Counsel Commission Secretary

5. Request to Approve Revised Job Specification(s):

- a. Librarian
- b. Coordinating Librarian

6. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

7. CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION (Government Code Section 54956.9(a)) – Formally initiated: Luther v. County of S Obispo Civil Service Commission, San Luis Obispo Superior Court Case Numbers 1 20CV-0524		
8	CLOSED SESSION: PUBLIC EMPLOYMENT DISCIPLINE/DISMISSAL/RELEASE pursuant to Gov. Code § 54957(b).	
9	. Adjournment	

Regular Session Meeting Minutes

Wednesday August 24, 2022 1055 Monterey Street, Suite D-271 San Luis Obispo, CA



President Jeannie Nix
Vice President Jed Nicholson
Robert Bergman
Erica Flores Baltodano
Lesley Santos

Present: President Nix

Vice President Nicholson Commissioner Bergman Commissioner Baltodano Commissioner Santos

Staff: Commission Secretary Tami Douglas-Schatz

Commission Clerk Shaley Gunther

County

Counsel: Jon Ansolabehere

Outside

Counsel: Steve Simas

1. Call to Order/Flag Salute/Roll Call

President Nix called the meeting to order at 9:00 a.m. and led the flag salute. Roll was called. All Commissioners were present.

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual. There were no public comments.

3. Minutes

The following draft minutes are submitted for approval:

a. July 27, 2022

The minutes for July 27, 2022, were considered. Commissioner Bergman motioned to approve the minutes as written. Commissioner Santos seconded the motion. Commissioner Baltodano abstained from voting as she was not present at the July meeting. The motion to approve carried 4-0-1.

4. Reports

Commission President - none

Commission Counsel – Jon Ansolabehere gave a factfinding meeting update regarding a delay in scheduling.

Commission Outside Counsel – none

Commission Secretary – Tami Douglas-Schatz introduced Administrative Services Officer, Mike Mesker.

Mark McKibben, Principal Human Resource Analyst, updated the Commission on prehearing meetings, and confirmed that the Commission would be available for a hearing scheduled for Tuesday October 25, 2022, and Wednesday October 26, 2022.

5. Request to Approve New Job Specification(s):

a. Homeless Services Division Manager

Mark McKibben, Principal Human Resources Analyst, presented the proposed new specification along with Devin Drake, Department of Social Services Director. Mr. McKibben reported that the Homeless Services Division was approved by the Board of Supervisors earlier in the month of August and the new specification was planned for approval by the Board of Supervisors in September 2022.

Mr. McKibben noted that there is an existing job specification for Division Manager of Social Services (provided in the agenda packet for reference,) but due to the specificity of the language and lack of flexibility in the minimum qualifications, altering the existing specification to include the scope of duties of the new Homeless Services Division Manager position would be impractical.

Commissioner Baltodano asked for clarification regarding the simplification of the language overall in comparison to the Division Manager – Social Services specification and acknowledged that the last revision to that specification was in 2004. Mr. McKibben confirmed that standardization of language since 2004 has led to some simplification of language, and that the proposed new spec was consistent with current language.

Commissioner Baltodano requested amendment to line 16 of page 5a.004, from "directs programs unique to a Social Services Department," to "directs traditional Social Services programs such as..." Commissioner Baltodano requested a reference to supervisorial involvement in overseeing training is included in line 46 of page 5a.005 to read, "supervises, trains and evaluates." Commissioner Baltodano requested amendment to page 5a.006, line 65,

to change "accepted practices" to "best practices." Mr. McKibben reported that this change could be made in this specification and in the template language moving forward.

Commissioner Bergman expressed disagreement with "1 for 1" substitution of experience for education in minimum qualifications of high-level leadership roles, and inquired if it would be appropriate to change the substitution rate of experience for education from 1:1 to 2:1. Mr. McKibben restated that educational requirements are an artificial barrier to underrepresented populations and that the language provided in the new proposed specification has been used consistently across specifications throughout the department and the County.

Commission President Nix asked if there was Commission support regarding increasing the required 3 years of progressive experience. Not finding a majority in support, President Nix asked for public comment. Seeing none, President Nix stated that she would entertain a motion.

Commissioner Baltodano moved to approve the new specification as amended. Commissioner Santos seconded the motion. The motion carried 4-1-0.

6. Public Comment on Closed Session Item

President Nix asked for public comment regarding the Closed Session items. Seeing none, President Nix moved to Closed Session.

- 7. CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL PENDING LITIGATION (Government Code Section 54956.9(a)) Formally initiated: Luther v. County of San Luis Obispo Civil Service Commission, San Luis Obispo Superior Court Case Numbers 19CV-0713 and 20CV-0524
- **8.** CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service Rule Update. (Gov Code Section 54957.6): Agency designated representative: Tami Douglas-Schatz, or designee.
- **9.** Closed Session Public Employee Discipline (per Government Code Section 54957(b)): Hearing and deliberations regarding Appeal #A21-01

10. Adjournment

President Nix reported no action was taken in Closed Session and adjourned the meeting.

* Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.



COUNTY SAN LUIS OBISPO

COUNTY OF SAN LUIS OBISPO

DEPARTMENT OF HUMAN RESOURCES

Tami Douglas-Schatz Director

TO: Civil Service Commission

DATE: September 28, 2022

FROM: Stephanie Nute, Human Resources Analyst

SUBJECT: Revised Classifications: Librarian

Coordinating Librarian

<u>Department</u>: Library

<u>Appointing Authority</u>: Chris Barnickel, Library Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the existing Librarian and Coordinating Librarian job specifications.

BACKGROUND

In February 2022, the Commission approved revisions to the Regional Librarian specification that allowed for more candidates to compete for jobs by expanding the minimum qualifications of that classification to allow substitution of experience for the required education. A review of the natural progression of the Library classifications identified that there are impractical barriers with the requisite skills to progressing through the classifications for both the Librarian and Coordinating Librarian specifications. Specifically, they are required to return to school to obtain a master's degree or move into a classification that was not in their career path to meet the required minimum qualifications.

The recommended changes to the minimum qualifications of the Librarian and Coordinating Librarian classifications are consistent in purpose and in application with the revisions approved for the Regional Librarian.

DISCUSSION

The Librarian classification is the entry level professional Library position and is responsible for the day-to-day operations of a Library branch. The current specification requires that a candidate possess either a master's in library science (MLS) or have experience to substitute education at the Senior Library Associate level or above for this education requirement on a year-for-year basis. Senior Library Associates are generally used by the Library in two ways: supporting a large branch or as the sole operator of an express branch. These two assignments lend themselves to very different types of experience and are not required or necessary in preparation to become a Librarian. With the recommended revisions to the Librarian minimum qualifications, a long-term employee working at a Library Associate III level could also obtain the knowledge, experience, and abilities to successfully perform the Librarian job through on the job training without needing to wait for a Senior Library Associate vacancy to become available.

The Coordinating Librarian classification has program responsibilities in specialized areas throughout the whole Library system. The current specification requires an MLS with no ability to substitute education for experience, so employees who wish to advance to the Coordinating Librarian classification would need to obtain their master's degree first. However, not only can the required knowledge experience and abilities be successfully obtained through on the job training, but this is also an inequitable barrier to promotion as the higher-level Regional Librarian classification allows for the substitution of experience for education for the master's degree.

Additionally, the Library has assigned a new area of expertise and responsibility, Support Services, to the Coordinating Librarian classification. With the exit from the Black Gold System, the remaining duties of the previous Support Services Manager more closely align with the Coordinating Librarian classification. Additional revisions have been made to the Coordinating Librarian specification to more accurately describe the duties of the classification. Lastly, the addition of potential supervision, which allows additional flexibility for the Library's organizational structure has been added. Supervisory responsibilities are needed for some Coordinating Librarian positions and are consistent with its current Bargaining Unit assignment designated for supervisory employees.

The Library currently has multiple career paths that support employee growth within the department. However, as currently written, both of these specifications have requirements that severely limit the department's ability to "grow their own" team. While an MLS degree is one avenue to gain the required skills and knowledge, it has been demonstrated that practical hands-on experience is an effective alternative. The recommended revisions to the minimum qualifications of the Librarian and Coordinating Librarian specifications allows individuals who have gained the required knowledge, skills, and abilities on the job an opportunity to compete in a competitive selection process while still ensuring that employees are selected who are the most qualified to perform these jobs. The department has talented individuals with on-the-job experience they leverage to grow into professional roles, and the flexibility to consider successful employees who have gained experience by working within Library system is critical for the department's success in recruiting and retaining dedicated employees.

The additional recommended minimal changes to the specifications create clarity and modernization of several of the knowledge, skills, abilities, and duties.

RESULT

The revisions to the Librarian and Coordinating Librarian specifications expand the department's applicant pool by allowing for individuals with varying types of experience and education to compete for open positions. Additionally, it will allow for long term, successful employees to continue their career with the County without needing to leave employment and pursue additional education or experience not necessary to successfully perform in the role. Moreover, these revisions, are consistent with the foundational concept of the merit system that supports current employees being eligible to compete (7.05 TYPES OF COMPETITIVE EXAMINATIONS: Whenever practicable and in the best interest of the County, vacant positions in the classified service shall be filled through promotion of employees working at lower levels in the County organization.)

OTHER AGENCY INVOLVEMENT

The Department of Libraries and SLOCEA was involved in the revisions to the Librarian and Coordinating Librarian specifications and concur with the specification as proposed.

Attachments:

1. Librarian Classification Specification – Revisions Redlined

- 2. Librarian Classification Specification Revisions Accepted
- 3. Coordinating Librarian Classification Specification Revisions Redlined
- 4. Coordinating Librarian Classification Specification Revisions Accepted
- 5. Organizational Chart

1	HUMAN RESOURCES DEPARTMENT	
2	<u>County of</u> San Luis Obispo County	
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4	LIBRARIAN	
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6	DEFINITION:	
7	Under general supervision performs a variety of professional library work; may supervise and/or	
8	train other non-professional staff and volunteers and may assist with training of professional staff;	
9	and do other related work assigned.	
10		
11	DISTINGUISHING CHARACTERISTICS:	
12	The Librarian classification is distinguished from the Senior Library Associate position in that it is a	
13	professional level position.	
14		
15	The position is distinguished from the Coordinating Librarian classification in that the Librarian is	
16	typically responsible for the day-to-day activities of a branch whereas the Coordinating Librarian	
17	has system-wide responsibilities in a particular area of expertise.	
18		
19	REPRESENTATIVE DUTIES (Not in order of importance):	
20	 Locates and identifies requested material and bibliographical information. 	
21	 Organizes and maintains information files, and bibliographies.; 	
22	• Explains arrangements and resources of the library and assists patrons in their use.;	
23	 Provides individual reading guidance and book selection.; 	
24	Process interlibrary loans.;	
25	Coordinates book discussion groups.;	
26	 Plans, promotes, and presents story times and other library programming.; 	
27	May assist in book selection for the library.;	
28	 May assist with weeding the collections.; 	
29	 May perform public relations activities in the library and in the community: 	

- Prepares various materials and documents including reports, surveys, manuals, etc.;
- Attends and participates in professional group meetings and trainings.
- Performs on-line searches using internet resources and databases.;
- Performs circulation desk duties as necessary.

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EMPLOYMENT STANDARDS:

- 7 Knowledge of:
 - The principles, purposes, and practices of professional library work;
- Current library trends, technology, and systems;
- Standard reference materials:
- Any online resources.

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13 Ability to:

- Apply professional knowledge to practical problems on the job;
- Manage projects;
 - Work with an automated circulation system;
- Utilize electronic tools for reference:
- Establish and maintain effective relationships with library users, community partners, and fellow employees;
 - Respond to and resolve difficult and sensitive patron inquiries and complaints;
- Conduct group programming;
- Communicate clearly and concisely, both orallyverbally and in writing;
- Plan, direct, and evaluate the work of staff as assigned.

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EDUCATION AND EXPERIENCE:

- 26 Graduation from an accredited four-year college or university with a degree.- In addition, a
- 27 <u>Master's Master's</u> in Library Science degree (MLS) from a school accredited by the American Library
- 28 Association. (Professional or paraprofessional library Or, a combination of education, training, and
- 29 experience at a levelthat provides the required knowledge and abilities equivalent to Senior Library

Associate orthose provided from the requirements listed above may be substituted for the required 1

2 education on a year for year basis.).

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LICENSES AND CERTIFICATES:

- A valid driver's license is required at the time of application. A valid CALIFORNIA driver license is 5
- 6 required at the time of appointment and must be maintained throughout employment.

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- 8 Recruitments for this classification may be conducted according to the special divisions or
- 9 programs in which the vacancy exists and the requirements of the position.

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- 11 This class specification generally describes the duties and responsibilities characteristic of the
- 12 position(s) within this class. The duties of a particular position within a multi-position class may vary
- 13 from the duties of other positions within the class. Accordingly, the essential duties functions of a
- 14 particular position (whether it be a multi-position class or a single-position class) will be identified
- and used by medical examiners and hiring authorities in the selection process. This information will 15
- 16 also be made available for review at the time of any recruitment for that position and at such other times
- as reasonably required If you have any questions regarding the duties or the working conditions of 17
- 18 the position, please contact the Human Resources Department at 805.781.5959.

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- Adopted: 03-23-16 20
 - Effective: 04-19-16
- Reviewed: 00-00-00 22

HUMAN RESOURCES DEPARTMENT

2 County of San Luis Obispo

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4 LIBRARIAN

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6 **DEFINITION**:

- 7 Under general supervision performs a variety of professional library work; may supervise and/or
- 8 train other non-professional staff and volunteers and may assist with training of professional staff;
- 9 and do other related work assigned.

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11

DISTINGUISHING CHARACTERISTICS:

- 12 The Librarian classification is distinguished from the Senior Library Associate position in that it is a
- 13 professional level position.

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- 15 The position is distinguished from the Coordinating Librarian classification in that the Librarian is
- typically responsible for the day-to-day activities of a branch whereas the Coordinating Librarian
- 17 has system-wide responsibilities in a particular area of expertise.

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REPRESENTATIVE DUTIES (Not in order of importance):

- Locates and identifies requested material and bibliographical information.
- Organizes and maintains information files, and bibliographies.
- Explains arrangements and resources of the library and assists patrons in their use.
- Provides individual reading guidance and book selection.
- Process interlibrary loans.
 - Coordinates book discussion groups.
 - Plans, promotes, and presents story times and other library programming.
- May assist in book selection for the library.
- May assist with weeding the collections.
 - May perform public relations activities in the library and in the community.

- Prepares various materials and documents including reports, surveys, manuals, etc.
- Attends and participates in professional group meetings and trainings.
- Performs on-line searches using internet resources and databases.
- Performs circulation desk duties as necessary.

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EMPLOYMENT STANDARDS:

7 Knowledge of:

- The principles, purposes, and practices of professional library work
- Current library trends, technology, and systems
- Standard reference materials
- Any online resources

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 - Work with an automated circulation system
- Utilize electronic tools for reference
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 - Respond to and resolve difficult and sensitive patron inquiries and complaints
- Conduct group programming
- Communicate clearly and concisely, both verbally and in writing
 - Plan, direct, and evaluate the work of staff as assigned

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EDUCATION AND EXPERIENCE:

- 26 Graduation from an accredited four-year college or university with a degree. In addition, a Master's
- in Library Science degree (MLS) from a school accredited by the American Library Association. Or,
- 28 a combination of education, training, and experience that provides the required knowledge and
- 29 abilities equivalent to those provided from the requirements listed above.

LICENSES AND CERTIFICATES:

- 2 A valid driver's license is required at the time of application. A valid CALIFORNIA driver license is
- 3 required at the time of appointment and must be maintained throughout employment.

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- 5 Recruitments for this classification may be conducted according to the special divisions or
- 6 programs in which the vacancy exists and the requirements of the position.

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- 8 This class specification generally describes the duties and responsibilities characteristic of the
- 9 position(s) within this class. The duties of a particular position within a multi-position class may vary
- 10 from the duties of other positions within the class. Accordingly, the essential functions of a
- particular position (whether it be a multi-position class or a single-position class) will be identified
- and used by medical examiners and hiring authorities in the selection process. If you have any
- 13 questions regarding the duties or the working conditions of the position, please contact the Human
- 14 Resources Department at 805.781.5959.

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- 16 Adopted: 03-23-16
- 17 Effective: 04-19-16
- 18 Reviewed: 00-00-00

HUMAN RESOURCES DEPARTMENT 1 **County of San Luis Obispo-County** 2 3 4 COORDINATING LIBRARIAN 5 6 7 **DEFINITION:** Under direction, has system-wide responsibilities in areas such as adult services, youth services, 8 9 digital services and collection development, technical services and discovery, and marketing and outreach. Performs professional specialty—based library work in planning, organizing, and 10 implementing programs and technical services on a systemwide basis; trains staff in specialty area; 11 aids in providing administrative support in budgeting, planning, and personnel work; and does 12 other related work as required. 13 14 15 **DISTINGUISHING CHARACTERISTICS:** 16 The Coordinating Librarian classification is distinguished from the Librarian classification in that the Librarian classification is typically assigned responsibility of one branch whereas a Coordinating 17 18 <u>Librarian has system-wide responsibilities over an area of specialty.</u> 19 The Coordinating Librarian is distinguished from the Regional Librarian in that the Regional 20 Librarian has full operational responsibility over a region of Library branches, while a Coordinating 21 Librarian is responsible for programmatic responsibilities in an area of specialty. 22 23

REPRESENTATIVE DUTIES:

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- 25 (Not in order of importance):)
 - Locates and identifies requested material and bibliographical information;
- Organizes and maintains information files and bibliographies
 - Provides reference and readers' advisory guidance;
 - Assists patrons with using online catalogue and other electronic tools and resources

- Assists and instructs patrons in using library services equipment and facilities
- Plans, organizes, and supervises targeted outreach;
- Assist in Assists with or manages materials selection for the library; libraries.
- Identifies trends within the community;
- Coordinates and reviews content for webpage and newsletter;
 - Identifies and pursues grant and other funding opportunities;
- Writes grants and tracks grant funding and spending.
 - Performs public relations activities in the library and in the community;
- Participates in the development of operating policies and procedures.
- Prepares various materials and documents including reports, surveys, manuals, etc.
- Attends, participates, and reports in professional meetings; and committees.
- Trains staff in functions of specialty area;
- Performs on service desks as needed.
- Manages material delivery services.
- Automated materials handling coordination and support.
- Device ordering and management.
- Orders technical supplies.
- Acts as vendor liaison for specialty area.
- Maintains accurate patron records and statistics.
- Troubleshoots problems and requests software enhancements.
- Liaises with vendors from RFI, to procurement, to maintenance, and renewal of contracts.
 - Strong technical background to work effectively with vendors, IT, and staff to deliver solutions; that benefit operations and enhance customer experience.
 - May supervise, train, and evaluate the performance of assigned staff; interview and select employees and recommend reassignment, termination, and disciplinary actions; develop employee schedules; assign staff duties and review completed work for accuracy and completeness.

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EMPLOYMENT STANDARDS:

1 Knowledge of:

- The principles, purposes, and practices of professional library work;
- Current library methods, techniques, terminology, and automated systems;
- Standard reference materials and library tools;
- Department and County Regulations, policies, and procedures;
- Solid knowledge of current trends and developments in the <u>community and/or the</u> library
 profession and the community;
 - Principles of supervision-

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10 Ability to:

- Apply professional knowledge to practical problems;
- Work with an automated circulation system;
- Write grants;
- Initiate, organize and follow through on programs, services, and projects;
- Utilize electronic tools for reference;
- Establish and maintain effective relationships with library users and fellow employees;
- Respond to and resolve difficult and sensitive patron inquiries and complaints;
- Work both independently and collaboratively
- Communicate clearly and concisely, both orally verbally and in writing;
- Plan and direct work of staff as assigned-

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EDUCATION AND EXPERIENCE:

- 23 Graduation from an accredited four-year college or university with a degree. In addition, a
- 24 Master's in Library Science degree (MLS) from a school accredited by the American Library
- 25 Association; AND three years of experience equivalent to a Librarian or higher three years of
- 26 progressively responsible library, public relations, or community services experience, Or, a
- 27 combination of education, training, and experience that provides the required knowledge and
- 28 <u>abilities those provided from the requirements listed above.</u>

LICENSES AND CERTIFICATES:

2 A valid driver's driver license is required at the time of application. A valid CALIFORNIA driver license

is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required. If you have any questions regarding the employment standards, duties, or working conditions of the position, please contact the Human Resources Department at

16 Adopted: 03-23-201617 BOS Approved: 04-19-2016

805.781.5959.

18 Revised: 00-00-0000

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

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COORDINATING LIBRARIAN

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7 **DEFINITION:**

- 8 Under direction, has system-wide responsibilities in areas such as adult services, youth services,
- 9 digital services, collection development, technical services and discovery, and marketing and
- 10 outreach. Performs professional specialty-based library work in planning, organizing, and
- implementing programs and technical services on a systemwide basis; trains staff in specialty area;
- 12 aids in providing administrative support in budgeting, planning, and personnel work; and does
- other related work as required.

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DISTINGUISHING CHARACTERISTICS:

- 16 The Coordinating Librarian classification is distinguished from the Librarian classification in that the
- 17 Librarian classification is typically assigned responsibility of one branch whereas a Coordinating
- 18 Librarian has system-wide responsibilities over an area of specialty.

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- 20 The Coordinating Librarian is distinguished from the Regional Librarian in that the Regional
- 21 Librarian has full operational responsibility over a region of Library branches, while a Coordinating
- 22 Librarian is responsible for programmatic responsibilities in an area of specialty.

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REPRESENTATIVE DUTIES:

- 25 (Not in order of importance)
 - Locates and identifies requested material and bibliographical information.
- Organizes and maintains information files and bibliographies.
 - Provides reference and readers' advisory guidance.
 - Assists patrons with using online catalogue and other electronic tools and resources.

- Assists and instructs patrons in using library services equipment and facilities.
- Plans, organizes, and supervises targeted outreach.
- Assists with or manages materials selection for the libraries.
- Identifies trends within the community.
- Coordinates and reviews content for webpage and newsletter.
- Identifies and pursues grant and other funding opportunities.
 - Writes grants and tracks grant funding and spending.
 - Performs public relations activities in the library and in the community.
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- Troubleshoots problems and requests software enhancements.
- Liaises with vendors from RFI, to procurement, to maintenance, and renewal of contracts.
- Strong technical background to work effectively with vendors, IT, and staff to deliver solutions; that benefit operations and enhance customer experience.
 - May supervise, train, and evaluate the performance of assigned staff; interview and select employees and recommend reassignment, termination, and disciplinary actions; develop employee schedules; assign staff duties and review completed work for accuracy and completeness.

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- The principles, purposes, and practices of professional library work
- Current library methods, techniques, terminology, and automated systems
- Standard reference materials and library tools
 - Department and County Regulations, policies, and procedures
- Solid knowledge of current trends and developments in the community and/or the library
 profession
 - Principles of supervision

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11 Ability to:

- Apply professional knowledge to practical problems
- Work with an automated circulation system
- Write grants
- Initiate, organize and follow through on programs, services, and projects
- Utilize electronic tools for reference
- Establish and maintain effective relationships with library users and fellow employees
- Respond to and resolve difficult and sensitive patron inquiries and complaints
- Work both independently and collaboratively
 - Communicate clearly and concisely, both verbally and in writing
- Plan and direct work of staff as assigned

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EDUCATION AND EXPERIENCE:

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- 25 Master's in Library Science degree (MLS) from a school accredited by the American Library
- 26 Association; AND three years of progressively responsible library, public relations, or community
- 27 services experience, Or, a combination of education, training, and experience that provides the
- required knowledge and abilities those provided from the requirements listed above.

LICENSES AND CERTIFICATES:

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required at the time of appointment and must be maintained throughout employment.

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position (whether it be a multi-position class or a single-position class) will be identified and used

by medical examiners and hiring authorities in the selection process. If you have any questions

regarding the employment standards, duties, or working conditions of the position, please contact

the Human Resources Department at 805.781.5959.

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14 Adopted: 03-23-2016

15 BOS Approved: 04-19-2016

16 Revised: 00-00-0000

