



LIBRARY TECHNICIAN

DEFINITION

Under direction, performs a variety of complex library support services; provides direct service and assistance to library patrons by reviewing and resolving issues and concerns; oversees, trains, schedules, and coordinates the work of student workers; prepares complex records and reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor or manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification that is responsible for overseeing and performing complex support services for assigned functional area, as well as providing work direction and training to student workers. Positions are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Directs and instructs students and staff at the circulation desk, reserves, and reference desks and directs library patrons to appropriate locations and/or staff; responds to difficult and complex conflict resolution, inquiries, questions, and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and concerns from patrons; answers calls and resolves questions and problems.
- Directs library patrons in use of library facilities and equipment including study room, computer lab, online catalog system, copiers, printers, magazine index, and the internet.
- Instructs patrons on the use of a variety of computer hardware, software, and web-based systems found in the library; evaluates, responds to, and troubleshoots problems; generates reports and installs system upgrades as needed.
- Recruits, selects, and hires student workers and/or general assistants; evaluates performance; monitors hours worked and manages allocated budgets; supervises, trains, and schedules student workers and/or general assistants to provide adequate coverage of assigned area of the library; explains performance standards, policies, and procedures.
- Maintains collection of course reserve materials; coordinates with instructors to identify textbooks and other materials needed; writes grant for reserve textbook purchases; purchases, processes, and catalogs materials; manages budget; removes expired items from the reserve collection.
- Updates quarterly Fair Use agreements with instructors who have course materials on reserve to ensure copyright compliance.
- Identifies overdue and damaged materials; determines liability for damaged materials; resolves billing issues according to established guidelines; collects and records fees and fines; makes cash deposits; and submits credit card payments to accounting.

- Acquires new print and non-print instructional materials, including periodicals, by checking for duplication and similar materials in the current collection before ordering; researching materials and vendors to determine best prices and terms and conditions; selecting materials and vendors; and creating contracts; orders materials and tracks order status; receives shipments; processes invoices for payment; participates in planning and monitors budgets; prepares budget reports.
- Catalogs and processes new instructional materials; maintains library catalog; selects, edits, exports, and verifies a matching bibliographic record using the WorldCat database or creates original bibliographic record; imports records into the library catalog.
- Verifies authority headings and classification using Library of Congress Subject Headings and other necessary resources.
- Re-catalogs and reclassify materials as needed; corrects cataloging errors, call number conflicts, and labeling issues; deletes records for obsolete items in catalog and removes items from shelves for processing out of the collection and appropriate disposal; deletes library holdings for extant copies.
- Processes interlibrary loan requests for both lending and borrowing materials; performs search online; places requests with participating libraries; notifies patrons about availability of requested items; receives and distributes requested materials; processes renewals; and returns borrowed items to lending libraries.
- Prepares circulating materials for use; prints spine labels; inserts anti-theft devices; applies labels, label protectors, book tape, dust jacket covers, laminate, etc.
- Manages periodical collection and daily newspaper subscriptions by receiving, logging, labelling, and checking in magazines and newspapers and weeding periodical collection annually to reflect holdings; reviews annual renewal requests from vendors, prepares invoices, and removes discontinued titles and adds new titles; files claims for newspapers not delivered.
- Assesses damaged books and resource materials; cleans, mends, covers, and repairs damaged books and other instructional materials; assists in the discarding of old books and materials according to established policies and procedures; removes holdings as appropriate; deletes discarded titles from database as appropriate.
- Processes donation of books or other materials according to library guidelines; communicates with donors regarding drop off; issues receipts.
- Writes procedures and makes recommendations for assigned service areas; implements library policies and procedures.
- Participates in program reviews; researches and provides data and statistics; makes recommendations on budget needs.
- Identifies and reports safety and maintenance concerns; opens and closes library daily.
- Performs a wide variety of library support duties such as developing signage and flyers, ordering and maintaining office and other related supplies, and serving on Library, division, and/or campus-wide committees and governance related meetings.
- Operates a computer and related hardware and software for cataloging and maintaining records; generates statistical reports; assists others in use of related computer hardware and software as needed.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of providing functional direction and training.

- Standard library practices and procedures including circulation.
- Methods, practices, and techniques of library classification and cataloging.
- Database searching techniques.
- Principles of training and providing work direction.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- Arithmetic principles and cash handling.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Plan, organize, and coordinate the work of other library support services personnel.
- Train others in proper and safe work procedures.
- Assess library patrons' needs and provide accurate information.
- Utilize public library information resources, information access, technology, and services.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Collect, organize, and prepare data for records and reports; prepare complex records and reports.
- Plan, organize, schedule, assign, train, and review the work of assigned student workers.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college in library science or a related field, and four (4) years of technical experience in a library environment or related setting.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-48

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021