

LIBRARY TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and clerical duties in support of the Library's Technical Services Department; orders, receives, catalogues, and/or processes new materials for the District; prepares materials received for placement in the library collection; some incumbents perform collection development duties, process invoices for payment, and monitor library materials expenditures; processes interlibrary loans and patron initiated purchases; some incumbents organize, mend and fix books and materials; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification which performs the full range of technical and clerical tasks within the Technical Services Department, working independently and exercising 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 JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Receives and/or processes materials ordered from vendors; verifies materials received against packing slips to check for damage, shortages, and processing errors; maintains records of materials received; contacts vendors to address any errors.
- Organizes and catalogs new materials received; creates bibliographic records; adds information such as edition and subject headings when catalogue records are incomplete; uploads and modifies records regarding materials received into Library Information System (LIS); selects and exports data from online catalog system into LIS; ensures catalog remains current and accurate for patrons and staff to locate items easily; creates item records, assigns classification numbers, and prints spine labels; edits or replaces bibliographic records as needed; affixes straps, stickers, bar codes, and tags on materials received; processes and removes labels; prepares materials received for placement in the library collection.
- Maintains records for Patron Initiated Purchases (PIPs) received and ordered; makes suggestions for purchases of materials; notifies patrons when material is ready for pickup.
- Weeds and discards books, magazines, and other materials from designated areas of the collection.
- Processes patron requests for interlibrary loans (ILL); contacts other libraries for availability of requested materials; tracks materials being loaned out and received; updates library catalog to reflect materials being loaned to other libraries; monitors ILL emails and contacts patrons regarding incoming items as well as overdue items; packs and ships materials back to other libraries.

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- Fixes and mends books and other materials as directed; glues spines, tapes ripped pages, rewraps laminate on books, and prepares covers for materials; replaces damaged or unsightly DVD/CD/Audiobook cases; produces new spine labels to replace incorrect or faded labels.
- Covers information desk shifts as needed; assists patrons with computers, printers, item research, and item location; checks items out to patrons.
- Creates positive experiences for library customers by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance, while performing duties in both the public and staff areas; works in conjunction with Administration, managers, and other staff to respond to the needs of the public; greets and assists internal and external customers in a friendly, prompt, and accessible manner; listens and attempts to understand and resolve internal and external customer needs by providing solutions or referrals.
- Operates a variety of office equipment including desktop computers, barcode scanner, thermal printer, label writer, copy machines, printers, postage machine, telephone, key dock, RFID self-checkout machine and scanner, cash register, and laminator.
- Performs other duties as assigned.

When assigned to Acquisitions:

- Places orders for library materials including books, periodicals, DVDs, music CDs, video games, and audio books as requested by library staff; places orders through various publishers and vendors; submits orders through Electronic Data Interchange (EDI); monitors order transmissions and confirmations; places advanced orders of books not yet published.
- Determines selection of third-party vendors based on availability, delivery speed, and discounts; advises book vendor regarding section within the District where books will be shelved; creates grid codes to be assigned to materials ordered in vendor sites and through the ILS.
- Performs collection development duties; researches and selects books and other materials in a variety of formats for inclusion in the Library collection; reads library-oriented periodicals, websites, and newsletters for recommendations regarding materials to add to the collection.
- Tags items received with holds placed on them; returns damaged materials; creates manual invoices for materials ordered from various publishers and vendors as they are received.
- Processes invoices for shipments received; queries invoice data; assigns allocations to appropriate funds and accounts; approves invoices for payment; forwards payments to finance staff; closes out each invoice processed; monitors expenditures; enters budget expenditures and funding into acquisitions software module.
- Monitors requests for Patron Initiated Purchases (PIPs); orders books and materials from various vendors per patron requests; places holds on PIPS ordered.
- Works with individuals and organizations in the community to publicize the Library and its services; promotes partnerships with the library throughout the community.
- Trains selectors regarding vendor sites as well as budget tracking systems in acquisitions module.
- Establishes, maintains, and monitors standing orders, automatically yours, and periodicals accounts.

When assigned to Cataloging:

- Performs collection development duties; researches and selects books and other materials in a variety of formats for inclusion in the Library collection; reads library-oriented periodicals, websites, and newsletters for recommendations regarding materials to add to the collection.

- Downloads records and copy catalog records in all formats including print, audio books, music CDs, DVDs, Blu-ray discs, video games, and electronic books; produces copy or original cataloging items as needed.

QUALIFICATIONS

Knowledge of:

- Best practices in library services including guidelines and standards published by the American Library Association (ALA), Public Library Association (PLA), and other recognized organizations.
- Library terminology, procedures, policies, and techniques.
- Dewey Decimal classification system.
- Library of Congress subject headings.
- Cataloging and classification systems, practices, and related software applications.
- Basic math.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

When assigned to Acquisitions:

- Materials ordering using Electronic Data Interchange (EDI) methods and related systems.
- Various vendors available for procurement of library materials.

When assigned to Cataloging:

- Machine Readable Cataloging (MARC) fields and tags.

Ability to:

- Follow detailed oral and written instructions.
- Learn new protocols, policies, and tasks.
- Learn and stay current with emerging technology.
- Demonstrate effective time management and organization skills and pay attention to detail.
- Allocate limited budget resources in a cost-effective manner.
- Utilize numerous software programs and online platforms from various vendors.
- Act as an advocate for the library with individuals and organizations in the community and with staff.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

- High school diploma or equivalent.

Experience:

- Two (2) years of responsible clerical or paraprofessional support experience in a library. Public library experience is preferred.

Licenses and Certifications:

- Possession of, or successful acquisition within 12 months of appointment, a valid Library Technology Certificate of Achievement, to be maintained throughout employment

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. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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, reach, 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 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

N/A.