

LIBRARY TECHNICIAN

SUMMARY/PURPOSE:

Under supervision, using independent judgment, to support the successful operation of the library by providing library services to the public, and processing and maintaining library materials and records.

FUNCTIONAL AREAS: ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide library services to the public an outstanding customer experience to people of all ages and backgrounds , including children and families, by staffing a public service desk.
 - *A. Perform materials circulation functions including checkout, check in, and renewal. Assist library patrons who want to borrow, return, renew or place requests for material.
 - *B. Search for and collect requested materials, process materials on hold, notify patrons, and monitor and maintain reserved materials shelves. Teach patrons how to use library services and equipment.
 - *C. Recommend With direction, recommend library materials to patrons and refer them to various services, collections, and areas of the library.
 - *D. Collect fines and other money, maintain patron financial records, and issue receipts for lost and damaged materials. Assist patrons with library-related financial transactions.
 - *E. Effectively respond to telephone and in-person inquiries.
 - *F. Communicate information to patrons about registration procedures, distribute and evaluate card applications, issue library cards, and assign statistical codes. Respect and maintain patron privacy.
 - *G. Acknowledge complaints and problems, and resolve them within areas of authority.
 - *H. Provide instruction to patrons by explaining and demonstrating the proper use of equipment, library automation system, and online resources.
 - *I. Operate and maintain a variety of library and office equipment.
2. Maintain databases. Accomplish tasks that support the functioning of the Library.:
 - *A. Catalog library materials by creating or locating and importing bibliographic records, modifying records to reflect local practices, and assigning barcode labels. Order, catalog, process and maintain various library materials.
 - *B. Create and maintain patron database files, exercising discretion and making decisions, following library policies.
 - C. Assign subject headings, call numbers, and categories to all formats of library materials. Support interlibrary loan services.
 - D. Prepare, create, and execute various online reports, using recommended software for overdue notices, bills, bibliographic database reports, and other various collection and patron maintenance and statistical reports. reports in the integrated library system.
3. Plan, organize, promote, and implement programs, displays, and other activities at the Library or in the community. Provide outreach to the community.
 - A. Plan and create displays, signs, booklists, flyers, press releases, and other public relations materials. With direction, plan, organize, promote and implement programs, displays and special events at the Library or in the community.
 - B. Plan, organize, promote, and implement recreational or educational programs and classes or activities for children and adults, including book discussions, lectures, story hours, computer classes, etc. With direction, help promote and market the Library.
 - C. Under supervision, Ccoordinate, schedule, and participate in the work and placement of volunteers and library staff.

4. ~~Process orders and library materials.~~

- A. ~~Prepare orders of library materials, and compile and enter data on computerized acquisitions system.~~
- B. ~~A. Maintain periodicals collection, monitor subscription fulfillment, and prepare materials for permanent binding~~
- C. ~~Inspect incoming orders of library materials, verify accuracy of shipments, and provide pertinent information for cataloging and business office staff.~~
- D. ~~Add barcode labels, property stamps, bibliographic labels, bookplates, plastic jackets, tape, and other appropriate markings to library materials.~~
- E. ~~Inspect returned library materials and equipment and report damage.~~
- F. ~~Perform simple repairs on library materials.~~

5. ~~Perform related duties as assigned~~ various duties as needed per work location.

- *A. Serve on and participate in special project committees, task forces, and work groups.
- *B. ~~Organize, distribute, and arrange library materials.~~
- *C. Maintain required records and statistics.
- *D. ~~Instruct the public in library methods, policies, and equipment usage.~~
- E. Under supervision, perform preliminary evaluation of existing library materials for removal.
- *F. ~~Instruct less experienced staff and provide feedback to supervisors.~~ Help train less experienced staff.
- G. Collect, count, and prepare daily cash receipts for deposit.
- H. ~~G.~~ Maintain office and library supply inventory.
- I. ~~Consult with system support personnel in order to diagnose and correct system errors.~~
- J. ~~H.~~ Operate, maintain, and troubleshoot computer equipment and devices as required.
- K. ~~I.~~ Prepare photocopies and mailings.
- L. ~~J.~~ Perform related tasks as assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education and Experience Requirements

- +A. One year of experience in a related position (examples include work in a library, bookstore, early childhood ~~education program, school, or customer service position aide, etc.); OR completion of liberal education courses from an accredited institution including computer science, communication, and cultural studies~~ completion of a Bachelor's degree in a related field; OR an equivalent combination of education and experience. Education and/or experience must demonstrate possession of the knowledge, skills, and abilities listed below.
- +B. ~~Willingness to complete the Library's Joint Apprenticeship Training Committee (JATC) program over the course of four (4) years.~~

2. Knowledge Requirements

- +A. Knowledge of English ~~to include~~ including spelling, grammar, sentence construction, ~~and punctuation~~ and reading comprehension.

- ±B. Knowledge of basic mathematics.
- ±C. ~~Knowledge of library, bibliographic, audio-visual, and computer terminology.~~
- ±D. ~~Knowledge of the Dewey Decimal System, decimal numbers and filing methods~~how to locate, retrieve and file materials in various parts of a public library.
- ±E. Knowledge of personal computer operations, including internet use, social media and Microsoft Office.

3. Skill Requirements

- A. Skill in using ~~state-of-the-art/modern~~ library technology and equipment.
- ±B. Skill in typing at a rate of 30 net words per minute.
- ±C. Skill in creating, organizing, maintaining, and updating electronic and manual files and records.
- ~~C. —D.— Skill in interviewing the public to determine which materials fulfill their needs,~~
providing customer service, including instructing people on how to use the library and equipment.
- D. — Skill in detail oriented tasks.

4. Ability Requirements

- ±A. Ability to learn, understand, and execute complex policies, procedures, and library systems, technology, and equipment.
- ±B. Ability to follow oral and written instructions.
- ±C. Ability to understand and interpret policies and to effectively communicate them to the public.
- ±D. Ability to meet deadlines.
- ±E. Ability to establish and maintain effective working relationships with co-workers, other city employees, and the general public, including people of all ages, people with disabilities, and people from a variety of social, economic, and ethnic backgrounds.
- ±F. Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
- ±G. Ability to work independently and to exercise discretion in the absence of specific instructions.
- ±H. Ability to work as a member of a team.
- ±I. Ability to adapt to change.
- ±J. Ability to work evening and weekend hours at various locations as scheduled.
- ±K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

5. Physical Ability Requirements

- A. Ability to retrieve and replace materials on shelves at various heights.
- ~~B. ±L.—~~Ability to propel a loaded shelving cart weighing up to 335 pounds for distances of up to 50 feet on a carpeted surface.
- ~~C. ±M.—~~Ability to frequently transport (usually by lifting and carrying) materials weighing up to 25 pounds, and occasionally weighing up to 50 pounds, from one part of the library to another.
- ~~D. ±N.—~~Ability to work in a stationary position for long periods.
- ~~E. ±O.—~~Ability to transport oneself throughout the library and to and from branch libraries.
- F. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
- G. Ability to attend work on a regular basis
- ~~±P.— Ability to complete the training program as approved by the JATC.~~

~~*Essential functions of the job~~

~~+Job requirements necessary on the first day of employment~~

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