

LIBRARY TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and clerical tasks related to library services; provides direct service and assistance to staff and students.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Learning and Library Resources. Exercises no supervision of staff. May provide technical and functional direction and training to less experienced staff.

CLASS CHARACTERISTICS

This is the journey-level within the Library Technician class series that is responsible for library duties involved in acquisition, circulation, maintenance, and distribution of library books and related materials. Incumbents provide customer service to library patrons including resolving routine to complex customer issues, interpreting library policies, and making necessary changes to patron accounts. Incumbents may assist patrons at public desks, such as the circulation desk and throughout the library. Incumbents 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 library. This class is distinguished from the Lead Library Technician in that the latter performs more advanced technical and specialized library support services duties requiring additional training and/or experience and provides technical and functional direction and training to less experienced staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assists students and staff at the circulation desk and directs library patrons to appropriate locations and/or staff; responds to more complex complaints, inquiries, and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from patrons; answers calls, resolves questions and problem, or directs callers to appropriate District staff as necessary.
2. Receives and discharges library materials, registers library patrons, and makes changes to accounts as needed.
3. Performs copy cataloging to ensure accurate bibliographic records in an integrated library system.
4. Performs technical services in support of accurate records.
5. Identifies damaged materials; uses discretion in resolving fee and fine disputes; collects and records fees and fines.
6. Assesses damaged books, assists in mending books; discards damaged books, magazines and periodicals in accordance with library policies.
7. Searches shelves for overdue and lost items.
8. Prepares circulating materials for use.
9. Determines where books will be located in circulation areas.

10. Receives, logs, labels, and prepares magazines and newspapers for display and use by patrons; mounts changing displays in cases throughout the library.
11. Performs a wide variety of routine to complex clerical duties to support operations, including filing, preparing records and basic reports, developing signage and flyers, and ordering and maintaining office and other related supplies; types booklists.
12. Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
13. Assist patrons with operating library equipment, including online catalog system, microfilm reader and printer, magazine index, and the internet.
14. Maintains copier supplies.
15. Receives and sorts delivered or returned library materials and a variety of correspondence.
16. Train and provide work direction and guidance to student workers in the performance of routine library tasks.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
19. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
21. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
22. Prepares and delivers oral presentations related to assigned areas as required.
23. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Standard library practices and procedures including circulation.
3. Principles, practices, and techniques of effectively dealing with the public.
4. Terminology related to library classification and cataloging.
5. Alphabetic and numeric systems for classifying and organizing library materials.
6. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Record keeping principles and procedures.
8. Principles and practices of data collection and report preparation.
9. Arithmetic principles and cash handling.
10. Modern office practices and technology, including personal computer hardware and software applications related to the work.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Identify and implement effective course of action to complete assigned work.
5. Maintain accurate logs, records, and basic written records of work performed.
6. Follow department policies and procedures related to assigned duties.
7. Understand and follow oral and written instructions.
8. Operate modern office equipment including computer equipment and specialized library services software applications programs.
9. Organize own work, set priorities, and meet critical time deadlines.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Understand scope of authority in making independent decisions.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in library science or related field, and
2. Two (2) years of library clerical or related experience.
3. Associate's degree from a regionally accredited college in Library Science is desired.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

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. This classification primarily works indoors and requires frequent standing in and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 2/2023