

LIBRARY TECHNICIAN

DEFINITION

To perform a variety of technical library duties related to circulation services, technical services and virtual library services; to provide front-counter and reference customer service for general inquiries; and to perform support duties involving organizing, purchasing, distributing, and accounting for a wide range of library materials.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory staff.

Exercise direct supervision over clerical library staff and part-time library personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the performance library support operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in circulation, technical and virtual library services activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Develop work schedules on a recurring basis to provide adequate coverage for circulation, information services and/or technical services functions; train personnel in related processing and operations duties.

Order a variety of library materials and supplies; receive, process and distribute materials; verify and process invoices for payment; and monitor open purchase orders.

Ensure proper classification and processing of new collection materials; oversee quality control and maintenance of library materials, including discard; provide technical assistance in troubleshooting problems with electronic devices such as printers, disc cleaning equipment, reader/scanners.

Provide adequate shelving space for materials; monitor shelving and display areas for appearance, ease of use and accuracy of placement.

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Maintain and compile statistics and prepare a variety of reports on operations related to circulation and/or technical services activities; assist in preparation and maintenance of procedural manuals.

Promote library services and programs through news releases, flyers, brochures, social media, email marketing and current website information.

Provide front counter and reference desk assistance to customers; process inter-library loan and other requests; provide customer service by telephone or e-mail communication; resolve customer complaints and/or inquiries regarding materials and services.

Verify and process payments; balance cash drawer; research and resolve billing issues.

Maintain and monitor open purchase orders; order and receive a variety of supplies and materials.

Assist with the maintenance of the City's virtual library including the installation of software and the more routine system configuration and troubleshooting of hardware and software issues.

May participate in planning and/or assisting with the development of library programs and related activities/events.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern operational practices and procedures used in a public library, including circulation, technical and virtual library services.

Principles of supervision, training and performance evaluations.

Basic principles and practices of program development and service delivery.

Principles and practices of safety management.

Basic math and accounting practices.

Cash handling procedures.

Principles of customer service.

Collection development practices, procedures, and general resources.

Modern office equipment, automated systems and other computer-based applications such as word processing, spreadsheet, and database use.

Ability to:

Perform technical library duties related to circulation, technical and/or virtual services.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; intermittently push and pull carts; stand and sit continuously when on a public desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain library policies and procedures.

Supervise, train and evaluate assigned staff.

Receive and respond effectively to customer service issues and questions.

Use modern office equipment, automated systems and other computer-based applications such as word processing, spreadsheet, and database use.

Work weekends and evening shifts as required.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of responsible experience performing customer service work.

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AND

Training:

Equivalent to an Associate's degree from an accredited college or university.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of, or ability to obtain, First Aid and CPR Certifications as issued by the American Red Cross.

05-26-15	
10-31-14	
08-25-12	Library Technician
06-09-05	
03-24-05	
08-02-04	
04-08-04	
09-16-98	
10-01-88	
03-10-82	
07-01-79	
10-30-73	Library Technician/Specialist