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| **LIBRARY TECHNICIAN I, PUBLIC SERVICES**  |
| **Reports to:**  | Manager, Library Operations |  |  |
| **Dept:** | Library Operations | **Range:** | 16 |
| **FLSA:** | Nonexempt | **EEO:** | Technical and Paraprofessional |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**BASIC FUNCTION:**

Under general supervision, offer instructional support to students, faculty and staff by provid­ing accessto a variety of library resources; provide for the circulation, acquisition and cataloging of library materials; maintain academic reserve collection; perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents are often the sole classi­fied staff member at the circulation desk in the evenings and on Saturdays and work closely with the faculty reference librarian on duty. Library Tech­nician I incumbents assigned to the SEC receive work direction from the Library Technician III.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Assist students, staff, faculty and community members in locating, receiving and using library resources in a variety of formats including print, audio-visual and digital; accurately create and maintain detailed library records.
2. Circulate library materials according to established procedures; provide password overrides necessary to perform specific circulation functions.
3. Create and maintain physical and electronic records of academic reserve instructional resources that faculty require or recommend for classroom assignments, including supple­mental course materials in a variety of formats; work with instructors to keep reserve records current; monitor and revise both the academic reserve database and the physical inventory; provide instructors with information regarding compliance with copyright guidelines for all academic reserve materials.
4. Provide directional and general information to students, staff, faculty and the public; answer, screen and direct incoming calls to appropriate personnel or department; explain library policies and procedures to students, staff, faculty and community members.
5. Modify library and institutional user records according to overdue and long-overdue circula­tion policies and procedures; place and clear holds in student administration software; place and clear bills in cloud-based library services platform software for lost or damaged library material.
6. Process interlibrary loan lending requests from other institutions via OCLC World Resource Sharing; circulate interlibrary loan borrowing requests; explain interlibrary loan procedures and policies to library users.
7. Assist in the daily maintenance of the library’s periodical information; utilize serials control module to track receipt and process issues of print periodicals according to established procedures.
8. Open and close the library and information hub; start equipment, log into a variety of soft­ware programs; shut down all devices; secure public areas and lock facility; work closely with campus police and library faculty on duty to ensure building security.
9. Process textbooks and other items for the Math Learning Center and the Writing Center.

**OTHER DUTIES:**

1. Process group-study room reservations using online system; admit groups and assist students in reserving and using media equipment in study rooms.
2. Provide work direction to student workers and campus aides.
3. Respond to user incidents with RFID security system alarms.
4. Provide assistance with and instruction for library equipment including copiers, printers and DVD players.
5. Assist librarians with displays and other special projects.
6. Perform a variety of clerical duties including typing, filing and duplicating; answer telephone as needed.
7. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

1. Library of Congress Classification System.
2. Library policies and procedures.
3. ANCSR Classification system.
4. Current cloud-based library services platform software.
5. RFID technology.
6. MARC 21 bibliographic record structure.
7. OCLC WorldCat Resource Sharing web interface.
8. Audio-visual equipment.
9. Microsoft Office Suite software including Word, Excel and Outlook.
10. Current workplace practices, procedures and equipment.
11. Filing and recordkeeping techniques.
12. Interpersonal skills using tact, patience and courtesy.
13. Telephone techniques and etiquette.
14. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
15. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
16. Safety policies and safe work practices applicable to the work.

ABILITY TO:

1. Provide general assistance and information to students, staff, faculty and community members.
2. Process incoming materials and perform related clerical duties.
3. Circulate materials according to established procedures.
4. Assist students and others in the use of librarymaterials and equipment.
5. Maintain compliance with access to district data and information systems.
6. Communicate effectively both orally and in writing.
7. Understand and follow written and oral instructions.
8. Operate a computer and standard business software.
9. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
10. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

An associate degree in library science and one year of closely related work experience; or an equivalent combin­a­­tion of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student workers and campus aides.

**CONTACTS:**

Students, faculty, staff, community patrons, general public, staff at other libraries/learning resources centers.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Subject to intermittent to frequent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 35 pounds or less; ability to work at a computer, including repetitive use of a computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established dead­lines and changing priorities.

**WORKING CONDITIONS:**

Primarily works in an indoor library and information hub environment. Subject to frequent inter­ruptions by individuals in person or by telephone; intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day, evening and/or weekend hours. Occasional local travel may be requested.