



LIBRARY TECHNICIAN III, PUBLIC SERVICES, SEC

Reports to: Manager, Library Operations

Dept: Library Operations

Range: 26

FLSA: Nonexempt

EEO: Professional/Non-faculty

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 direction, oversee and participate in daily operations of the San Elijo Campus Library and Information Hub; interpret, explain and enforce library policies and procedures; work in a lead capacity for assigned onsite classified library personnel and student workers; collaborate with library faculty and staff to develop and provide library public services for San Elijo Campus students, staff, faculty and community members; and perform related duties as assigned.

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. Oversee and participate in daily library operations; resolve minor issues with patrons, personnel or equipment; direct concerns to the Manager, Library Operations regarding operational policy or procedural issues; interpret, explain and enforce established library policies and procedures for students, faculty, staff and community members.
2. Participate in the development, interpretation and administration of library policies and procedures; maintain and revise the library procedures manual for use at the San Elijo Campus Library; consult with the Manager, Library Operations regarding potential operational issues; work in collaboration with other San Elijo Hub department tenants to provide continuity of service to students.
3. Oversee daily operations of library automated systems; administer, configure, test and maintain cloud-based library services platform software; diagnose, analyze, and resolve system related issues; proposes related policies and procedures; create specialized reports; provide end-user training, as required.
4. Verify the work of assigned onsite, classified library employees for accuracy, proper work methods and compliance with established library procedures and policies; oversee work assignments of student workers and campus aides at the San Elijo Campus; hire, provide training, create and maintain work schedules for campus aides and student workers.

5. Maintain records and update the library database for all students, staff, faculty and community patrons with delinquent library user records; calculate and provide Student Accounts with appropriate fee amounts for debit posting on a semester basis; notify patrons of library fees and outstanding balances according to established procedures.
6. Oversee interlibrary lending and borrowing procedures at the San Elijo Campus Library; search, match and place interlibrary loan borrowing requests for MiraCosta College students, staff and faculty using OCLC WorldCat Resource Sharing web interface.
7. Acquire, organize and make accessible print periodical publications for the San Elijo Campus Library; create serials control records, monitor and maintain print serials titles in the library catalog and the physical collection; notify and work with the serials distribution company to ensure uninterrupted receipt of periodicals; renew title subscriptions annually; reconcile and submit invoices per established procedures.
8. Inventory, order and receive items delivered to the library following established Fiscal Services procedures; create and track online purchase requisitions; re-order items as needed; notify appropriate personnel of receipt as necessary.
9. Participate in the tracking and monitoring of the library's technology loan program; monitor technology loan requests; communicate with students; maintain equipment inventory.
10. Assist in the tracking and monitoring of smart locker deliveries; monitor lockers for expired deliveries and returned items; monitor and liaise with external departments requesting locker deliveries.
11. Interview and provide hiring recommendations for library classified staff and student workers.

OTHER DUTIES:

1. Assist patrons in person and via phone; assist students with textbooks required for courses; explain borrowing options to community members and register them for library accounts.
2. Assist faculty by obtaining copyright permissions for physical open and closed academic reserve material, as well as digital content eReserves; create, maintain and monitor the physical and eReserves academic reserve collections at the San Elijo Campus Library.
3. Place library material hold requests and coordinate intra-library loan requests among all three MiraCosta College sites: Oceanside Campus, San Elijo Campus and the Community Learning Center.
4. Design, create and update directional and informational signs, posters, forms and documents specific to the San Elijo Campus Library and Information Hub; design and create monthly bookmarks with current MiraCosta College library contact information; assist librarians with displays and other special projects.

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5. Prepare and open the San Elijo Library and Information Hub on a weekday basis according to established procedures; enable equipment; log into a variety of software programs; report any building/maintenance problems; monitor public service areas.
 6. Prepare a variety of records and reports; maintain circulation statistics; distribute information as necessary.
 7. Respond to and troubleshoot user incidents with copiers and printers, RFID security system alarms and other library equipment; contact appropriate technical support personnel; report issues using online HelpDesk; advise supervisor of major system problems.
 8. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Library of Congress Classification System.
2. ANSCR Classification System.
3. MARC 21 bibliographic record structure.
4. OCLC WorldCat Resource Sharing Web interface.
5. RFID technology.
6. Microsoft Office Suite software, including Word, Excel, Outlook.
7. Online Student Administration and Fiscal Services software packages.
8. Academic library policies and procedures.
9. Library information technology.
10. Academic copyright compliance guidelines.
11. Uses and operations of audio-visual equipment.
12. Current workplace practices, procedures and equipment.
13. Recordkeeping and filing techniques.
14. District materials management, policies and procedures.
15. Interpersonal skills using tact, patience and courtesy.
16. Telephone techniques and etiquette.

ABILITY TO:

1. Interpret, apply and explain library rules, regulations, policies and procedures and apply them in a variety of procedural situations.
 2. Perform technical duties related to library specific software functions to catalog and circulate library material, gather statistics, generate reports, maintain academic reserve collections and monitor interlibrary loans.
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3. Perform updates to online Student Administration and Student Financials databases to reflect overdue and delinquent library patrons.
 4. Assist students and others in use of Library and Information Hub materials and equipment.
 5. Maintain compliance with access to district data and information systems.
 6. Resolve conflicts and solve problems in a professional manner.
 7. Work collaboratively with members of the Library department and other departments to provide a variety of library public services.
 8. Train and provide work direction to assigned classified employees and student workers.
 9. Establish work priorities, schedules and time lines.
 10. Understand and follow written and oral instructions.
 11. Operate a computer and standard business software.
 12. Order, receive and process a variety of library materials.
 13. Maintain library database and prepare and maintain reports and files.
 14. Communicate effectively both orally and in writing.
 15. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic, gender, sexuality and disability issues.
 16. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree and three years of directly 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:

Library Technician I, student workers and campus aides.

CONTACTS:

Students, staff, faculty, community patrons, the public and 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 frequent standing, walking, bending and stooping; moderate to frequent lifting and carrying of objects weighing up to 35 pounds; 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 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 a library environment, subject to frequent interruptions in person or by telephone and intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional weekends on an as-needed basis. Occasional local travel may be requested.