

LIBRARY TECHNICIAN 1

Purpose

The Library Technician uses knowledge of established library procedures to provide a wide variety of technical duties and/or patron assistance in support of library services in an operational unit or section of a university library.

General Description of Class

The Library Technician 1 exercises practical judgment in the application of procedures to specific library operations and services. Requires basic technical operational skills and knowledge of unit practices, procedures and software. Receives detailed instructions and training from a higher level technician or manager and uses knowledge of established library procedures to provide a wide variety of technical duties and/or patron assistance in support of library services in an operational unit or section of a university library.

Distinguishing Features

This is the first level of a 3 level series. At this level, employees perform routine tasks with defined responsibilities and have limited independent decision-making. The Library Tech 1 has limited responsibility for directing, coordinating, training, and scheduling work of lower level employees, students, and volunteers.

The characteristics and duties of each level are generally additive to higher-level classifications. Levels 2 and 3 may perform some or all of the duties of lower level classifications. Positions are allocated based on a needs assessment of the position, the preponderance of duties, and the primary reason the job exists.

Technical Knowledge (Definition: Those skills and abilities required to deliver products and services that support business processes.)

- Basic knowledge of unit procedures and operations, organization, terminology and classification systems.
- Basic knowledge of office technology, cash transactions and other library standard applications.
- Competent in searching and retrieving information using integrated library system databases and web-based applications.

Communication & Service (Definition: Those skills and abilities required to effectively exchange information in order to interpret the needs of patrons, respond to their needs, and achieve user satisfaction.)

- Communicates with library users and staff in person, by telephone and electronically to perform routine transactions.
- Demonstrates respectful communication and patron services skills.

Problem Solving and Prevention (Definition: Those skills and abilities required to analyze patron needs, evaluate alternatives, and achieve solutions that support long and short-term goals of the patrons and the mission of the university)

- Demonstrates basic problem-solving skills and applies appropriate solutions.
- Asks questions or requests more information to increase understanding.
- Refers patrons to higher level staff or other service desks as needed.

Work Coordination (Definition: Those skills and abilities required to organize and prioritize work, respond to conflicting business needs, and work collaboratively with others to produce a product or service)

- Tasks follow standard work procedures and are typically assigned or prioritized by a supervisor.
- Performs routine or repetitive work, typically within the context of a team or work unit.
- May assist in training and monitoring of students or volunteers.

Accountability (Definition: Level of supervision received and those skills and abilities required to make decisions and take responsibility for work.)

- Work is reviewed by the supervisor on a frequent basis.
- Makes decisions within established guidelines.
- Refers questions to a higher level library technician or supervisor as needed.

Levels of authority

- Authority is limited to program areas and level of expertise.
- Exercises limited independent judgment in determining methods or procedures to be used in making routine decisions.
- Exceptions to policies, regulations and procedures are made only with supervisor approval.
- May assist in training and monitoring of students or volunteers.

Qualifications

- 1 year of general office experience, preferably in a library setting; OR,
- High school diploma or equivalent; OR,
- An equivalent combination of current (within 5 years) library experience, training and/or education in related fields;

- AND, basic knowledge of standard applications such as office technology and cash transactions, searching and retrieving information, integrated system databases and web-based applications.

DRAFT - NOVEMBER 2008