

## **LIBRARY TECHNICIAN 2**

### **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 2 uses thorough general knowledge of established library procedures to provide a wide variety of public and technical services in support of an operational unit or section of a university library. Employees in this class may oversee the work of lower level employees, students, and volunteers.

### **DISTINGUISHING FEATURES**

This is the second level of a three-level series. It is distinguished from the Library Technician 1 by having broad public and technical knowledge in library procedures. The Library Technician 2 exercises independent judgment, resolves moderately complex problems, and implements rules, policies, and procedures. At this level employees determine methods and procedures used in completing assignments and demonstrate proficiency in the use of various technologies and multiple software programs. This class is distinguished from the Library Technician 3 by the absence of comprehensive independent decision-making, advanced/specialized technical and public service expertise, and a library-wide perspective of procedures and services.

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.)

- Knowledge and ability to support cash/CPI compliance.
- Proficiency in multiple library-specific applications, including integrated library systems, database applications, institutional repositories, and content management systems; and serves as a technical resource.

**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, staff, and outside agencies to provide information and assistance.
- Diffuses difficult or complicated situations, explains technical information, and documents work processes and activity.
- Interprets user needs and guides patrons to become self-reliant.

**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.)

- Works proactively to prevent problems within the unit by using judgment and technical knowledge.
- Analyzes problems by identifying issues, developing alternatives, recommending and/or applying appropriate solutions.
- Collaborates with others to address and resolve issues.
- Contributes to the development of procedures and protocol.
- Recognizes critical and unusual situations and responds appropriately.

**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)

- Organizes work flow processes and prioritizes tasks to achieve efficiency.
- Coordinates with others on shared projects.
- Work is self-directed.
- May oversee lower level employees, students and volunteers.

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

- Receives supervision and review of work as needed.
- Exercises independent judgment to identify, select and apply guidelines or procedures appropriately.

### **Levels of authority**

- Exercises independent judgment to develop and prioritize appropriate work sequences and methods.
- May train and oversee the work of lower level employees, students and volunteers.
- May make appropriate exceptions to departmental policies and procedures.

### **Qualifications**

- 2 years of current library experience (within five years) OR,
- Associates degree (or equivalent 72 quarter hours or 48 semester hours), and 1 year of current experience; OR,
- An equivalent combination of current library experience, training and/or education in related fields;
- AND, proficiency in multiple library specific computer applications, e.g., integrated library systems, database applications, institutional repository; content management systems.

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