

LIBRARY TECHNICIAN 3

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 3 uses advanced knowledge of library and information procedures, services, and resources to provide expertise and assistance with administrative tasks or library operations. Employees in this class may oversee lower level employees and may supervise students or volunteers.

DISTINGUISHING FEATURES

This is the third level of a three-level series of classes. It is distinguished by the performance of varied tasks of a complex nature with more broadly defined responsibilities than the Library Technician II. The Library Technician 3 performs specialized technical and administrative duties which require a high level of decision-making, judgment, and independence. Requires a broad understanding of the work of the library unit.

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.)

- Comprehensive knowledge of specialty area(s). Examples: original cataloging, image resources, music, serials management software, interlibrary loan (ILL) management software.
- Advanced proficiency in library-specific applications 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.)

- May act as subject matter expert in one or more functional areas.

- Provides technical information in non-technical terms.
- Writes reports and documentation.
- Develops and/or adapts standard material for training.
- Communicates regularly with library patrons, staff, administrators outside the work unit and external agencies.
- Gathers information, analyzes data, and synthesizes into reports.
- Anticipates patron needs and recommends services to meet those needs.

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)

- Resolves issues referred from lower level Library Technicians, students and volunteers.
- Anticipates and works to prevent problems across library units.
- Uses expertise and experience to resolve complex problems for which standard resolutions may not already exist and proposes new/creative solutions as appropriate.
- Based on established goals and strategic priorities, provides leadership in planning and organizing work and in setting priorities.

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)

- May oversee the work of lower level employees, students, and volunteers by assigning and reviewing work, adjusting work assignments and schedules. Provides orientation and training to employees, students and volunteers.
- Oversees and provides leadership for projects and prioritizes work as issues arise.

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

- Works with a high degree of independence to complete work assigned, supervised and guided by consultation with professional staff.
- Sets priorities in order to meet unit deadlines or goals.

Levels of authority

- May make appropriate exceptions to unit policies, procedures and practices.
- May serve as a back-up for their unit manager.
- Exercises a general degree of authority, independence and initiative in prioritizing, decision-making or problem solving using discretionary judgment.
- May hire, train, schedule, assign and evaluate students.
- May train, schedule and oversee the work of lower-level staff and volunteers.

Qualifications

- Bachelors degree plus two years of current (within 5 years) experience in a Library; OR,
- 4 years of current library experience;
- AND, advanced proficiency in multiple library specific computer applications, e.g., integrated library systems, database applications, institutional repository; content management systems.
- Some positions may also require in-depth knowledge of specialty area(s), e.g., original cataloging, complex copy cataloging, serials management, ILL management, government documents, image resources, music.

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