

**CITY OF GLENDORA
LIBRARY TECHNICIAN
SR. LIBRARY TECHNICIAN**

*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 within the job.*

DEFINITION

Under general supervision (Library Technician), or direction (Sr. Library Technician), performs a wide variety of clerical and technical library work in support of various library services and functions; assists in planning; provides lead supervision in assigned area; performs related duties as required.

CLASS CHARACTERISTICS

Library Technician: This is the journey level of the Library Technician class series. Incumbents perform the less difficult and more routine clerical/technical work and are required to use independent judgment in making decisions in accordance with established policy, rules, and procedures. Incumbents assist in the training of less experienced staff and/or volunteers and may be expected to lead in the absence of other supervision. Work is usually supervised while in progress and fits an established structure or pattern.

Sr. Library Technician: This is the advanced journey level of the Library Technician class series. Positions in this class are filled by advancement from the lower class of Library Technician. Incumbents perform the more complex and difficult clerical/technical work and may exercise technical and functional supervision over lower level staff and/or volunteers; have direct oversight of significant library work areas and/or work groups, and are held accountable for meeting organizational, strategic and performance goals related to the areas or groups assigned.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Plans, organizes, and coordinates a function of the Library such as the Acquisitions, Copy Cataloging, Adult and Youth Services Programs, Interlibrary Loans, Circulation and Customer Support Services, automated computer library system, and/or Public Computer Services; trains and participates in evaluating assigned staff; maintains files and equipment; troubleshoots hardware and software problems. (a b c d e f g h j k l m n p q r s)

2. May evaluate materials for assigned area of responsibility and make selections; tracks expenditures and assists in development of the budget and collection development policy for assigned area of responsibility. (a b c e f g h i j k n s)
3. Supervises cataloging; catalogs materials and supervises technical processing of materials; works with OCLC cataloging services to import to, export from and maintain bibliographic database. (a c e f g h j k l m n)
4. Assists patrons in the use of catalog and library equipment; checks books in and out; handles customer complaints; places holds; registers new patrons. (a b c d e f g h j k m q)
5. Assumes responsibilities for public service desk preparation; staffs public desks; schedules staff for public desk assignments; oversees public desk operations. (a b c d e f g h i j k m o q r)
6. Trains subordinates to apply customer service skills that meet Department standards; monitors daily work activities of assigned staff. (a d e m q t)
7. Assumes responsibility for resolving library overdues: contacts customers, performs informative searches, negotiates problem solutions, and compiles and maintains required patron records. (a b c d e f h i l q)
8. Counts and reconciles daily cash, checks, and credit card receivables; completes and submits deposit slips and treasurer's receipts to Finance; generates account receivable reports. (a b c d e f g h i j k)
9. Schedules staff to provide adequate staff support for various library activities; supervises the work of hourly employees and volunteers; leads the work of assigned staff in the completion of work assignments. (a b c d e h m q)
10. Schedules meeting room reservations; directs set-ups, take downs and related staffing needs; coordinates technology needs and vendor services for events as needed; troubleshoots audio/visual equipment and systems. (a d e g h j m q r s v)
11. Assists management and supervisory staff in identifying and evaluating facility needs. (a b d h q s t u v)
12. Assists with daily building maintenance; responds to building emergencies such as plumbing problems, leaks, graffiti, and equipment repairs. (a d e h q t u v)
13. Provides support related to the library's Integrated Library System (ILS); runs reports, daily overdue and fines/fees notices; assists in updates/upgrades to software; troubleshoots library computers, software and systems, works with related vendor personnel. (a b d e f g h j r)
14. Provides public computer and peripheral support; troubleshoots public computer software and hardware issues; maintains copy and print equipment and supplies;

- assists in updates/upgrades to software; works with related vendor personnel.
(a b d e f g h j k q r)
15. Assists in emergency preparedness coordination of staff and facility.
(a b d e g h j q)
 16. Operates a variety of office equipment such as typewriters, photocopiers, computers, and remote computer terminals. (j k r)
 17. Maintains a variety of records and prepares special reports; oversees library surveys and compiles survey results; coordinates and schedules public displays and exhibits. (a b c d e h i j o p q)
 18. When assigned to Adult or Youth Services, assists with programming, story times, summer reading clubs, youth volunteers, outreach, collection development, Public Relations (bulletin boards, pathfinders, bibliographies, etc.); staffs public service desks and may assist with basic information and reference questions. (a b c d e f g h i j k l m n o p q s)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Write reports and keep accurate records.
- c. Apply library procedures and practices and locate materials in the library.
- d. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- e. Understand, explain and apply library policies and procedures.
- f. Perform the more difficult library paraprofessional work.
- g. Understand and follow verbal and written directions.
- h. Work independently.
- i. Perform mathematical computations.
- j. Operate computers and printers and use a variety of computer software.
- k. Operate a variety of office equipment.
- l. Alphabetize materials and use Dewey decimal system.
- m. Train, assign and evaluate work of assigned staff.

- n. Select and catalog materials.
- o. Promote library services.
- p. Create displays and publicity information.
- q. Interact with public and staff in situations requiring diplomacy and tact.
- r. Assess and respond to equipment, computer, and software malfunctions.
- s. Have knowledge and ability to assist with budget and policy issues.
- t. Have basic knowledge and understanding of plumbing, electrical, HVAC, and telephone systems.
- u. Perform basic facility maintenance and repair work as appropriate.
- v. Frequently lift up to 40 lbs.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Graduation from high school or equivalent and

Library Technician: college level course work in library technology or related field plus two years of library, book retail, or other related experience.

Sr. Library Technician: And a minimum of two years experience as a Library Technician with the City of Glendora or comparable experience, with “exceeds standards” ratings on annual performance evaluations received in the two years immediately preceding appointment. Two years of lead or supervisory experience, plus an AA degree in Library Technology or a Library Media Technical Assistant Certificate or a Library Technician Certificate or equivalent is required. A Bachelor’s degree will be considered equivalent to the above.

Knowledge and Skill Levels

Considerable knowledge of library operations; material processing procedures; acquisitions; public contact techniques; office methods and procedures; and Dewey decimal system. Demonstrated customer service and problem solving skills; math and analytical skills; skill in operating and troubleshooting of a variety of computer, peripherals and software programs.

Special Requirements

Ability to work various shifts including evenings and weekends.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office and/or public setting. Duties are often performed at a customer service counter, desk or computer terminal; subject to noise from library operations and from office equipment operation; frequent interruptions and contact in person and on the telephone with the general public, City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office/library setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull up to 40 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by *Johnson & Associates LLC* June, 2006

Employee Association: Glendora Municipal Employees Association (GMEA)