

## SENIOR LIBRARY TECHNICIAN

**PURPOSE:** Under general direction and using independent judgment, to support the successful operation of the library by providing library services to the public and by supervising assigned staff, facilities, projects and processes.

### FUNCTIONAL AREAS:

1. Supervise and participate in providing library services to the public and/or the daily operations of a branch library.
  - \*A. While staffing the public service desks, respond to the public's informational and recreational needs using a variety of sources, formats and equipment, and determining the services, collections and areas of the library that will fulfill those needs.
  - \*B. Review and resolve complaints and complex problems.
  - \*C. Perform materials circulation functions including checkout, checkin, and renewal.
  - \*D. Search for and collect requested materials, process materials on hold, notify patrons and monitor and maintain reserved materials shelves.
  - \*E. Collect fines and other money, maintain patron financial records and issue receipts for lost and damaged materials.
  - \*F. Effectively respond to telephone and in-person inquiries.
  - \*G. Communicate information to patrons about registration procedures, distribute and evaluate card applications, issue library cards and assign statistical codes.
  - \*H. Provide instruction to patrons by explaining and demonstrating the proper use of equipment, library automation system and online resources.
  - \*I. Operate and maintain a variety of library and office equipment.
  - \*J. Make recommendations on library materials selection.
2. Organize and direct the activities of assigned staff.
  - \*A. Assist in the selection of library staff.
  - \*B. Train library staff.
  - \*C. Schedule and direct the work activities of assigned staff.
  - \*D. Review and resolve personnel issues, consulting with supervisor as necessary.
  - \*E. Evaluate performance of assigned staff.
3. Supervise projects and processes.
  - \*A. Plan, prepare, promote, implement and evaluate programs and projects.
  - \*B. Supervise scheduling operations and maintenance of various computer files, functions and processes.
  - \*C. Evaluate existing procedures and initiate creative change as needed.
  - \*D. Maintain necessary records, prepare reports and monitor assigned budget.
4. Administer library web site.
  - \*A. Plan, design, create, organize, update and maintain web pages.
  - \*B. Consult with third-party vendors and other city departments to resolve problems and ensure effective operation of library automation system and online subscription resources.
  - \*C. Identify and troubleshoot customer access problems.

\*D. Coordinate and initiate information from other library work areas; convert information, documents, graphics and photographs into web pages.

5. Maintain databases.

- \*A. Catalog library materials by creating or locating and importing bibliographic records, using independent judgment to modify records to reflect local practices, and assigning barcode labels.
- \*B. Create and maintain complex patron database files exercising discretion and making decisions.
- \*C. Assign subject headings, call numbers and categories to all formats of library materials.
- \*D. Plan, prepare, create and execute various online reports, using recommended software for overdue notices, bills, bibliographic database reports and other complex collection and patron maintenance and statistical reports.
- \*E. Verify the accuracy and integrity of specialized database records.

6. Plan, organize, promote, implement and evaluate programs, displays, and other activities at the Library or in the community.

- \*A. Plan and create displays, signs, booklists, flyers, press releases and other public relations materials.
- \*B. Plan, organize, promote, implement and evaluate recreational or educational programs and classes or activities for children and adults, including book discussions, lectures, story hours, computer classes, etc.
- \*C. Coordinate, schedule and evaluate the work and placement of volunteers.
- \*D. Communicate with print and broadcast media.

7. Perform related duties as assigned.

- \*A. Participate in and lead special project committees, task forces and work groups.
- \*B. Represent the work area and library to the community, other library work areas and city departments.
- C. Participate in continuing education opportunities, such as seminars, conferences, courses, workshops and participation in professional organizations.
- \*D. Organize, distribute and arrange library materials.
- \*E. Instruct the public in library methods, policies and equipment usage.
- \*F. Assist librarians in evaluating existing library materials for removal.
- \*G. Identify problems with equipment or facility maintenance, and communicate with Main Library staff to resolve issues at branch libraries.
- \*H. Consult with system support personnel in order to diagnose and correct system errors.
- \*I. Operate, maintain and troubleshoot computer equipment as required.
- J. Perform related tasks as required.

## JOB REQUIREMENTS

### 1. Education and Experience Requirements

- †A. Completion of the Joint Apprenticeship Training Committee (JATC) Library Technician Training Program (promotional only); or
- †B. Currently classified as Library Technician with successful completion of one year in that classification; **only when** there are no eligible or interested employees who meet requirement A (promotional only).
- †C. Four (4) years of verifiable education and/or experience in a related field which demonstrates the knowledge, skills and abilities listed below (open only).

### 2. Knowledge Requirements

- †A. Knowledge of effective supervisory practices and training methods.
- †B. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
- †C. Knowledge of basic mathematics and record keeping.
- †D. Knowledge of library systems and practices.
- †E. Knowledge of library, bibliographic, audio-visual, and computer terminology.
- †F. Knowledge of the Dewey Decimal System, decimal numbers and filing methods.
- †G. Knowledge of personal computer operation.
- †H. Knowledge of business methods, procedures and equipment.

### 3. Skill Requirements

- †A. Skill in using current library technology and equipment.
- B. Skill in supervising assigned staff and/or projects.
- †C. Skill in creating, organizing, maintaining and updating electronic and manual files and records.
- †D. Skill in interviewing the public to determine which materials fulfill their needs.
- †E. Skill in typing at a rate of 40 net words per minute.

### 4. Ability Requirements

- †A. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public, including people of all ages, people with disabilities, and people from a variety of social, economic and ethnic backgrounds.
- †B. Ability to work as a member of a team.
- †C. Ability to supervise and train staff.
- †D. Ability to organize, prioritize, assign and review work.
- †E. Ability to formulate, execute and evaluate plans.
- †F. Ability to communicate effectively in oral and written forms.
- †G. Ability to follow and issue oral and written instructions.
- †H. Ability to read, understand and effectively communicate policies and issues.
- †I. Ability to meet deadlines and to maintain composure when working under pressure.
- †J. Ability to handle information requests quickly, efficiently and effectively.

- †K. Ability to learn and apply new technological skills and to operate new equipment related to library operations.
- †L. Ability to work independently, exercise good judgment and accept responsibility for one's decisions and actions.
- †M. Ability to adapt to change.
- †N. Ability to work evening and weekend hours at various locations as needed.
- O. Ability to retrieve and replace materials on shelves at various heights.
- †P. Ability to transport oneself throughout the library and to and from branch libraries.
- Q. Ability to propel a loaded shelving cart weighing up to 335 pounds for distances of up to 50 feet on a carpeted surface.
- R. Ability to frequently transport, usually by lifting and carrying, materials weighing up to 25 pounds, and occasionally weighing up to 50 pounds, from one part of the library to another.
- †S. Ability to work in a stationary position for long periods.
- †T. Ability to attend work on a regular basis.

\*Essential functions of the job

†Job requirements necessary on the first day of employment

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