

CLASS SPECIFICATION



CLASS:	Library Technician	ESTABLISHED:	July 2004
ALLOCATION:	Library	REVISED:	October 2017
FLSA STATUS:	Non-exempt	RETITLED:	June 2019
UNION AFFILIATION:	YCEA		

JOB SUMMARY:

Under direct supervision, performs a wide variety of library tasks related to patron assistance, front counter support, circulation, shelving, and provides basic support functions to professional, administrative and technical staff; performs related work as assigned. As experience is gained, the incumbent performs duties with increasing independence.

This is the entry level in the Library Technician series.

CLASS CHARACTERISTICS:

This position reports directly to a management position assigned to the Library and receives lead direction from senior library staff. This class is distinguished from Senior Library Technician in that latter provides lead direction to support staff and volunteers and performs more complex duties that require greater independence within established guidelines. This class is distinguished from Librarian in that the latter performs complex professional librarian work.

EXAMPLES OF DUTIES:

Essential:

- Provide quality customer service and assists the public by giving out standard information regarding library services, library procedures and practices, refer to senior staff members for more specialized information.
- Organize materials for stocking, filing, shelving, shelf reading and distributing.
- Re-organize and relocate a variety of materials under direction of senior staff members.
- Provide circulation desk support including checking patrons in and out, entering data into the computer, searching and checking customer files, processing renewals, reserving books and making new library cards.
- Register new patrons and issue borrower identification cards that permit patrons to borrow books and other materials; enter and update patrons' records on computers.
- Provide basic reference assistance to patrons, including instructing patrons on how to use reference sources, online catalogs, and automated information systems, seeking assistance from professional librarians as needed.
- Help patrons with simple computer tasks.
- Perform repair and processing of books.
- Collection maintenance, under the direction of senior staff.
- Operate standard office equipment such as central telephone, word processor, typewriter, photocopier, facsimile equipment, adding machine, telephone and other departmental specific equipment after training.
- Perform a wide variety of office support work such as processing forms, maintaining records, filing materials, copying information and collecting and recording fines.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Assists with implementation of other library service programs, as directed.
- Take action to resolve disruptions in the library environment.
- Implement library policies and procedures.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and processes for providing customer and personal services; including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administrative and clerical procedures and systems such as word processing, managing files and records, and

- other office procedures and terminology.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Basic computer applications related to the work.
- Arithmetic and basic mathematical calculations.

Skill in:

- Performing basic support work, which includes basic computer applications.
- Understanding letters and numbering sequences.
- Following oral and written directions.
- Following specific guidelines, paying close attention to detail.
- Maintaining accurate records and files.
- Speaking English effectively to communicate in person or over the telephone.
- Establishing and maintaining effective working relations with co-workers, other County employees and the public.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.

Ability to:

- Give full attention to what other people are saying, taking time to understand the points being made and asking questions as appropriate.
- Learn a variety of administrative, clerical, and technical support functions.
- Learn new skills in relation to changing demands of the constantly evolving arena of library work.
- Provide quality library services and to meet and deal with library patrons in a calm, pleasant, and courteous manner; effectively handle difficult patrons and/or emergency situations.
- Work as a member of a team.
- Effectively utilize automated library circulation systems and assist patrons with use of the Internet.
- Exercise good judgment and accept responsibility.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Type at a rate of 35 net words per minute from printed copy.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen for prolonged periods of time; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Ability to stand, sit, walk, bend, stoop and lift for prolonged periods.
- May require person to walk, stand or stoop, lift, carry, push, pull or otherwise move bags or boxes of material weighing up to 30 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Indoor office setting at the library, in frequently dusty atmosphere.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in

selection procedures:

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; may be required to maintain license throughout employment at the discretion of the Appointing Authority.

Special Requirements:

- Will be required to work evening and weekend shifts.
- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- Must type at a net rate of 35 words per minute from printed copy.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Graduation from high school and some demonstrated office work experience which has involved public contact.

PREFERRED: In addition to the minimum, one year of related experience in a library setting.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept. Approval:
Date:

EEOC: F
WC: 8810

Human Resources Approval:
Date:

Signature: _____

Signature: _____