

CLASS SPECIFICATION



CLASS: Senior Library Technician
ALLOCATION: Library
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: July 2009
REVISED: January 2020

JOB SUMMARY:

Under general supervision, support the successful operation of the library by providing library services to the public; provides lead direction and technical assistance to assigned support staff/volunteers and/or project management; serves as the primary contact and County resource expert on assigned functional areas and/or programs and performs related work as assigned.

This is the advanced journey level classification in the Library Technician series.

CLASS CHARACTERISTICS:

This position reports directly to Library Director. This class is distinguished from Librarian in that the latter performs complex professional librarian work.

EXAMPLES OF DUTIES:

Essential:

- Acts as project leader in assigned functional area, program and/or projects; provides lead direction, technical assistance, training, and work review to Library Technicians, as well as, volunteers in the area of assignment; serves as the primary contact and resource expert on assigned functional area, program and/or projects.
- Assists with the planning, implementing, coordinating, training and providing day-to-day guidance over an assigned functional area, program and/or projects; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.
- Provides project management and integration support services to ensure overall success of various library services; plans, prepares, promotes, implements and evaluates programs and projects; evaluates existing procedures and initiates creative change as needed; maintains necessary records, prepares reports and monitors assigned budgets; prepares grant applications and oversees grant record maintenance.
- Communicates with library patrons, staff members, vendors, and external agencies to explain policies and to provide information regarding library programs, activities and services; interprets policies and procedures and resolves more sensitive and difficult complaints, problems or discrepancies for library staff members, patrons, community organizations and the general public; provides instruction to patrons by explaining and demonstrating the proper use of equipment, library automation systems and online resources; conducts customer assessment of patron needs and assist patron to make the most effective use of the library's resources; effectively responds to telephone and in-person inquiries.
- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for assigned functional area, program and/or projects; demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide seamless customer service; ensures effective coordination of activities with staff members, volunteers, other County departments, and external agencies; represents the Library in committee meetings.
- Participates in the design, implementation, and installation of new and revised software programs, systems, hardware and methods of operation and associated forms; learns new computer procedures for each upgrade and software release in a timely manner and run computer reports as needed; troubleshoots issues as required.
- Plans, prepares, creates and executes various online reports, using recommended software for overdue notices, bills, bibliographic database reports and other complex collection and patron maintenance and various statistical reports.
- Plans, designs, creates, organizes, updates and maintains the Library web pages.
- Promotes community awareness of library services and programs with the Director through planning and appropriate communication with media, area organizations and local businesses; manages communications with collaborating or co-sponsoring organizations as required; develops and presents program marketing efforts; develops community outreach activities/programs.

- Plans and creates displays, signs, booklists, flyers, press releases and other public relations material.
- Performs program development to support selection and acquisition of library materials, including cataloging and authority control, binding, repair, and physical preparation of materials.
- Maintains knowledge of reference services within the library and provides reference services to patrons on a wide variety of subjects and educational levels.
- Maintains a safe and secure library environment through monitoring patrons' adherence to library procedures and guidelines and maintaining an awareness of all persons in the facility; may be responsible for the opening and secure closing of the library building; ensures building is prepared for public use; turns computers on and establishes PC network connections.
- Prepares and/or generates routine correspondence, letters, memoranda, forms, reports and other documentation.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May be required to cover in other areas of the library during library staff vacations or illnesses.
- Uses standard office equipment in the course of the work.
- May drive a personal or County motor vehicle in the course of the work.

EMPLOYMENT STANDARDS:

Knowledge of:

- Library systems and practices, including but not limited to, library, bibliographic, audio-visual, and computer terminology.
- Dewey Decimal System, decimal numbers and filing methods.
- Business methods, procedures and equipment (e.g. personal computer operation).
- Effective training methods.
- Principles and processes of providing customer services, including customer needs assessment and evaluation of customer satisfaction.
- English to include spelling, grammar, sentence construction, and punctuation.
- Techniques for working successfully with other employees in a lead capacity.
- Principles and practices of technical and functional supervision and training.

Skill in:

- Providing quality customer library services.
- Using current library technology and equipment; creating, organizing, maintaining and updating electronic and manual files and records.
- Prioritizing work, remaining focused, and paying close attention to details.
- Interviewing the public to determine which materials fulfill their needs.
- Developing cooperative relationships with the general public, community members, and other staff members.
- Keeping up-to-date with current trends in libraries and computer technology as used in libraries.
- Planning, directing and reviewing the work of others on a project or day-to-day basis.
- Typing at a minimum rate of 40 net words per minute.

Ability to:

- Work as a member of a team.
- Formulate, execute and evaluate plans; handle information requests quickly, efficiently and effectively.
- Learn and apply new technological skills and to operate new equipment related to library operations.
- Work independently, exercise good judgment and accept responsibility for one's decisions and actions.
- Organize work; schedule and coordinate projects; set priorities; meet deadlines and to maintain composure when working under pressure.
- Adapt to changing priorities; work on multiple projects at a time.
- Communicate effectively and efficiently verbally and in writing; follow and issue verbal and written instructions.
- Read, understand, and effectively communicate a variety of information, documentation, policies, instructions, and procedures.
- 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.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Relate well to a variety of people of diverse ages, backgrounds and interests.

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; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; 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.
- Retrieve and replace materials on shelves at various heights.
- Occasionally lift, carry, push, pull or otherwise move objects weighing up to 30 pounds and with assistance 50 pounds or more.
- Propel a loaded shelving cart weighing up to 100 pounds for distances of up to 50 feet.
- Mobility to drive a motor vehicle.

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.
- Must be able to work evenings and weekend hours as needed.
- May be required to attend meetings outside the normal business hours.

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; maintain valid California Class C driver's license.

Special Requirements:

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

Education and Experience:

MINIMUM: Bachelor's degree from an accredited college or university in a field related to the work.

Candidates with strong experience who lack the degree are encouraged to apply

PREFERRED: In addition to the minimum, media studies or library certification with additional years of progressively responsible library experience or a Master's Degree in Library Science.

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.

Library Approval:
Date:

EEOC: E
WC: 8810

Human Resources Approval:
Date:

Signature: _____

Signature: _____