

Job Class Profile: Library Technician II**Pay Level: CG-24 Point Band: 422-455**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	3	3	2	3	3	2	3	
Points	93	50	19	14	60	65	62	43	32	438

JOB SUMMARY

Responsible to perform technical library and administrative work related to the daily operation and management of a library, or technical library work in one specialized area of library operations (i.e. overseeing interlibrary loans or book exchanges on a regional basis or coordinating a Home Reader Service). Administrative duties may include compiling a variety of reports including financial and statistical reports, planning and implementing library programming and overseeing library operations. Technical library work may include circulation desk duties, maintaining library collection by cataloguing resources and materials, processing intercampus/interlibrary loans, organizing book exchanges, conducting library programs and assisting members of the general public and students with research and reference requests.

Key and Periodic Activities

- Oversees the daily operations of a sole charge library.
- Assists members of the general public with library services such as locating print and electronic resources; or operating public computers for basic computer applications such as Word, Internet, etc.
- Performs circulation duties including checking library resources in and out and registering new patrons, renewing books, shelving books, answering inquiries from the general public and collecting revenue and fines on overdue, lost or damaged materials.
- Maintains library collection including removing library materials according to weeding policy and ensuring books are placed in correct call number according to Library of Congress classification standards.
- Manages/performs interlibrary/intercampus loans including tracking books sent to or received from other libraries and informing patrons when requested books arrive.
- Provides reference and research support to the general public and students.
- Compiles various reports such as revenue, petty cash and statistics.
- Prepares and implements library programming (Storytelling, crafts, summer reading program, author visits and special events).
- Manages the Horizon Circulation System by ensuring registration procedures are followed.
- Prepares rotating stock exchanges for pick-up by packing books into boxes and unpacking new

Key and Periodic Activities

- collections.
- Conducts library orientation with students and general public.
- Performs general office duties including opening and sorting mail, preparing correspondence such as letters or memos and purchasing supplies and materials.
- Orders periodical subscriptions.
- Creates book and seasonal displays.

SKILL

Knowledge

General and Specific Knowledge:

- Library systems and databases (i.e. Horizon database, Dewey Decimal and Library of Congress classification systems).
- Microsoft Office applications and Internet.
- Library policies, procedures and guidelines.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: 1 to 2 years of experience.

Competencies:

- Ability to communicate with library patrons including students and the general public.
- Strong customer service skills.
- Ability to multitask.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to requests for information and library services from students and the general public; asking questions to gain clarification and providing routine information and direction regarding where to find a particular resource and/or library procedures/regulations; at times gaining the cooperation of others to complete job tasks and solve problems; and on a very infrequent basis dealing with angry or upset

customers.

- Communications occur with employees in the immediate work area; with peers in other libraries; the general public, students and supervisors/managers regarding library operations, and with suppliers.
- The most significant contacts would be the general public and students as well as with other employees and supervisors.

EFFORT

Physical Effort

- Work demands typically do not result in considerable fatigue, requiring periods of rest.
- Lifting of boxes of books and other library materials up to 10 lbs. is completed on a constant basis, while lifting materials between 10-25 lbs. is regularly required.
- Sitting, standing and walking are regular aspects of the work. Working in awkward or cramped positions and utilizing strength and endurance is occasionally required for placing books on shelves as bending, kneeling and stretching may be required.
- Fine finger and precision work is utilized on a regular basis with regards to the completion of computer work (i.e. utilizing Horizon computer system for circulation related duties).

Concentration

- **Visual** concentration is required when using a computer to perform circulation duties, assist customers in utilizing various computer software applications as well as the internet, searching library databases, updating records and ensuring accuracy of data, processing interlibrary requests. Shelving library resources in the correct order according to library classification systems also requires visual effort.
- **Auditory** concentration is required to deal with the public and students regarding requests for service as well as listening to coworkers and supervisors for direction.
- **Repetition and alertness** are regularly required when performing circulation duties (i.e. checking books in and out, performing inter-library loans, and cataloguing resources) according to specific procedures.
- There is a need for **alertness to ensure the health and safety** of library patrons including children attending special events such as story time.
- **Interruptions** occur constantly as library patrons are requesting library services while circulation related duties are being performed. Customer service becomes priority when multiple tasks are happening at the same time.
- **Time pressures and deadlines** exist when ordering materials and renewing subscriptions; meeting Home Reader Service delivery schedules; submitting reports on time and sending out overdue notices to patrons with overdue books.
- There is a requirement for **eye hand coordination** when entering computerized data; shelving materials in the correct order and when performing minor book repairs.

Complexity

- Work typically includes tasks and activities which are similar/related in terms of the skills and knowledge used. Tasks are usually well defined and repetitive and while they may vary in nature, they are related to technical library work in the operation of a library and involve

standard work processes.

- Challenges/problems/issues occur on a regular basis and tend to be simple in nature and well defined and have obvious solutions or can be addressed by following existing policies, procedures and guidelines. Occasionally, ideas for solutions may be provided in a team setting.
- Typical work problems or issues include dealing with library patrons regarding overdue materials or fines; locating information or resource materials; maintaining public access computers in good working condition and planning library programming.
- References available to address typical problems or issues include supervisors and managers; library manuals, policies and procedures including classification systems; online resources and the Public Library Act.

RESPONSIBILITY

Accountability and Decision-Making

- Work is generally prescribed or controlled through library operating policies and procedures. Daily work activities are performed independently, within operating policies and procedures, as work involves responsibility for the operation of a library.
- Most library technical work is performed by following specific procedures, policies and guidelines for the operation of a library. Managers and supervisors are available for assistance even though they are typically not on site. Procedures are in place to guide circulation desk activities including interlibrary loans; weeding out old library materials; overdue or lost material and established library classification and cataloguing systems are utilized.
- Without formal approval decisions can be made to perform maintenance on library collection by making determining what books and materials should be added to the collection and determining what resources need to be weeded out. In addition, making petty cash purchases up to a certain amount, waiving fines for overdue and/or damaged books/materials due to extenuating circumstances can be made without supervisory approval.
- Formal approval is required for any purchases outside of petty cash as well as for any changes in library operating policies and procedures.
- Discretion and independence of action is exercised in the performance of daily work tasks and enforcing library policies and procedures. Discretion and judgement is exercised when deciding to remove library patrons due to inappropriate behaviour; planning special events; collecting or waiving overdue fines; and determining loan periods.

Impact

- The impacts of tasks and activities are directly felt within the immediate work area and organization as well by the general public who use library services.
- Results typically impact information in terms of available library resources; processes and systems including interlibrary loans, classification and cataloguing systems; material resources such as books, videos, etc; finances related to purchasing library materials as well as revenue or overdue fines, and corporate image in terms of operating efficient library services.
- Mistakes or errors can occur whereby library resources are misplaced or shelved incorrectly making it difficult for others to locate particular resources and library patrons may not receive requested resources and other librarians may have their interlibrary loans processed incorrectly.
- Consequences of mistakes or errors are typically identified and resolved within a 24 hour time

period but, depending on the circumstances, could take upwards of a week or month (e.g. interlibrary loans sent to the wrong library). Mistakes or errors are not common as daily work tasks and activities are generally prescribed and controlled and follow established policies, procedures and guidelines.

Development and Leadership of Others

- Does not have formal supervisory responsibilities; however, there may be a requirement for development and leadership responsibilities such as providing on-the-job advice and guidance to volunteers and students. May provide training to others involving library processes and procedures (i.e. processing interlibrary loans).

WORKING CONDITIONS

Environmental Working Conditions

- Typically does not require any special precautions or safety equipment.
- Work activities have a limited likelihood of injury such as minor cuts or bruises.
- On a regular basis there may be exposure to glare from computer monitors; dirt/dust build-up from books and bookshelves; infectious diseases from exposure to the general public and working in awkward or confining spaces when shelving library resource materials.
- Occasionally exposed to unusual or distracting noise, odours and sharp objects.