

**Job Class Profile: Library Technician IIA****Pay Level: CG-25 Point Band: 456-489**

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	4	3	
Points	93	50	19	14	60	65	62	86	32	481

**JOB SUMMARY**

The Library Technician IIA performs technical library and administrative work related to the daily operation and management of a library. Work involves supervision of lower level library technicians, clerks, assistants, volunteers and/or students involved with library programs and activities.

Administrative duties may include compiling a variety of reports, scheduling work hours and training/orienting staff. Technical library work may include circulation desk duties, maintaining library collection by cataloguing resources and materials, conducting library programs and assisting members of the general public.

**Key and Periodic Activities**

- Performs administrative duties such as schedules staff to cover shifts and arranges for substitute staff when required, oversees the work of staff, provides advice, guidance and feedback to staff, delegates tasks, participates in staff performance evaluations and records payroll and leave.
- Trains staff in library procedures and policies.
- Provides orientation to new staff.
- Assists members of the general public with library services.
- Performs circulation duties including checking library resources in and out and registering new patrons, shelving of books, answering inquiries from the general public and collecting fines on overdue, lost or damaged materials.
- Maintains library collections.
- Manages/performs interlibrary/intercampus loans.
- 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).
- Maintains public computers and assists the general public in the use of the computers.
- Manages the Horizon Circulation System by ensuring registration procedures are followed.
- May be responsible for book and library resource exchanges among library locations.
- Conducts library orientation with students and general public.

### Key and Periodic Activities

- Performs general office duties including opening and sorting mail, preparing correspondence (i.e. letters or memos) and purchasing supplies and materials.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Library systems and databases.
- 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.

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#### Competencies:

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

### Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from students and the general public, asking questions to gain clarification and providing routine information and direction, 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 within the immediate work area; with peers within the overall work environment; the general public, students and supervisors, and as needed 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 occasionally required.
- Sitting, standing and walking are regular requirements of 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 constant 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.
- **Auditory** concentration is required to deal with the public and students regarding service requests and to listen to coworkers and supervisors for direction.
- **Repetition and alertness** are required on a regular basis when performing circulation duties (i.e. checking books in and out, performing inter-library loans) according to specific procedures.
- Work is **interrupted** with requests for assistance from students and the general public with time pressures to complete work being a regular occurrence.
- There is a requirement for **eye hand coordination** when entering computerized data.

### Complexity

- Work tends to include 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 with obvious solutions or that can be addressed by following existing policies, procedures and guidelines. Occasionally, ideas for solutions may be provided in a team setting.
- 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.
- Without formal approval, performs maintenance on library collection by making decisions on what books and materials should be added to the collection and determining what resources need to be weeded out, as well as making petty cash purchases up to a certain amount (amount varies depending upon location) and waiving fines for overdue and/or damaged books/materials due to extenuating circumstances.
- Formal approval is required for any purchases outside of petty cash as well as for any changes in library operating policies and procedures.
- Exercises discretion and judgment in enforcing library policies and procedures.

### Impact

- Impacts generally affect the immediate work area, other libraries and the general public.

- Work activities impacts information, processes and systems, finances, equipment, material and human resources, and facilities.
- The impact of errors or mistakes may be significant within the immediate work area and on the general public and students as they may affect information being provided to patrons of the library, library processes and systems, finances and material resources.
- Errors or mistakes are generally detected and resolved within hours of the issue/problem occurrence.

#### **Development and Leadership of Others**

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).
- Development and leadership activities include providing on-the-job advice and guidance, direction and orientation; acting as a technical mentor or advisor, building morale and employee relations, delegating/allocating tasks, providing input regarding staffing and recruitment and performance assessments and checking/reviewing the work of others.
- May act as a team leader or a project leader with regards to the implementation of library programming and special events.

### **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 if normal safety precautions are followed.
- 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 (when cleaning washrooms) and sharp objects.