

**Job Class Profile: Library Technician III****Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	3	3	3	4	3	
Points	140	50	13	14	90	65	62	86	32	552

**JOB SUMMARY**

The Library Technician III manages the daily activities of a resource library including supervision of staff, administrative duties, library programming and technical library work including reference research and circulation duties to ensure the library operates efficiently.

**Key and Periodic Activities**

- Supervises and trains staff in library procedures and policies related to circulation, reference and dealing with the public.
- Schedules staff to ensure library is adequately staffed during operating hours including holiday and leave coverage.
- Reviews all leave as per collective agreements.
- Prepares and submits payroll on behalf of staff.
- Oversees circulation desk duties by ensuring overdue notices are printed and mailed daily; registrations are updated; weeding and discarding library materials; checks materials in and out and assigns staff to shelf reading duties.
- Ensures that automated registration procedures are followed.
- Assists staff and library patrons in the use of Horizons Catalogue Search Module.
- Ensures all public computer stations are working; reports any problems to information technology department. Promotes the use of public computers to the general public.
- Plans, implements and promotes library programming (i.e. children's programs) and special events.
- Handles petty cash and completes monthly revenue reports.
- Prepares and submits monthly statistical reports, annual fixed assets report and overall annual report.
- Manages funds for books, supplies and equipment maintenance by purchasing supplies for library programs and submitting expense reports.
- Prepares public service announcements to promote library programs and special events.
- Reviews periodical subscriptions and recommends additions and deletions.
- Prepares funding applications for Community Access Program (CAP) grants and summer

<b>Key and Periodic Activities</b>
student employment. Advertises approved positions, interviews applicants and supervises employees hired.

**SKILL**

<b>Knowledge</b>
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Library policies, procedures and guidelines.</li> <li>— Library classification and catalogue systems and databases.</li> <li>— Computers including Microsoft Office applications and Internet.</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: High School Diploma.</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2 – 3 years of experience.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Report writing.</li> </ul>
<b>Interpersonal Skills</b>
<ul style="list-style-type: none"> <li>— A range of interpersonal skills are utilized including: listening to requests for library services from the general public; asking questions to gain clarification and providing routine information and direction.</li> <li>— Communications occur with employees within the immediate work area; with peers within the overall work environment; supervisors and managers and the general public.</li> <li>— The most significant contacts would be with library personnel to ensure daily work tasks are completed and policies and procedures are understood and adhered to; with library patrons to assist with requests for service and to provide computer assistance; and with supervisors and managers regarding leave requests, ordering and purchasing supplies for library programs and to resolve conflicts among staff.</li> </ul>










**EFFORT**

<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>— Work demands do not typically result in fatigue, requiring periods of rest.</li> <li>— Lifting and moving of library materials and boxes of books weighing up to 25 lbs occurs occasionally.</li> <li>— Required to shelve library materials and move furniture to create promotional displays.</li> <li>— Sitting, standing and walking are required regularly to complete daily tasks such as writing reports, performing circulation desk duties, and arranging shelving units.</li> <li>— Fine finger and precision work is required when using computers to write a variety of reports.</li> </ul>
<b>Concentration</b>

- **Visual** concentration is required when performing computer related work including report writing; checking books in and out; registering patrons; ensuring accurate information is entered; shelving books according to established procedures and shelf reading to ensure books are shelved correctly.
- **Auditory** concentration is required to ensure operating policies and procedures were explained accurately to staff and to provide customer service to library patrons.
- **Repetition requiring alertness** is evident when shelving books according to library classification systems; registering patrons involves data entry of personal information; cataloguing new materials; and preparing staff schedules and payroll information.
- **Alertness for the health and safety of others** is required when delivering children's programming sessions.
- **Time pressures and deadlines** exist as reports need to be submitted on time (i.e.. payroll, statistics, monthly revenue, annual report).
- **Interruptions** constantly occur as providing customer service to library patrons takes priority over other daily tasks. **Control over work pace** is also affected.
- **Eye hand coordination** is required to perform all computer related work.
- **Exact results and precision** are needed to enter accurate information into library databases regarding books, library resources, and confidential patron information. Books need to be shelved according to established methods; staff schedules need to be developed to ensure the library is appropriately staffed and payroll requires exact number of hours worked so staff receive accurate pay. Compiling statistics to be used in a variety of reports requires precision.

### Complexity

- Tasks are usually well defined and repetitive and while they may vary in nature, they are related to technical library work and administrative duties related to the management and operation of a library and typically involve standard work processes.
- Typical challenges include staff scheduling as the library is required to be fully staffed at all times including covering leave and shift changes; resolving conflicts with library patrons regarding overdue or lost materials, collecting fines, extending loan periods; and locating specific information requested by library patrons.
- References available to address typical challenges include collective agreements, operating and governance manuals, supervisors and managers. Policies and procedures are in place to ensure efficient library operations (e.g. guidelines for circulation desk duties, library classification systems, cataloguing procedures and inter-library loans).

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed as work is independently performed during the daily operations of a library.
- Decisions that can be made without supervisory approval include recommending leave approval (final approval is the responsibility of a manager/supervisor); developing staff schedules; petty cash purchases up to a certain amount; closing the library due to inclement weather or for maintenance reasons; suspension of library patron privileges; delivering library programs and activities and waiving fines.

- Supervisory approval is required for changing hours of operation; hiring staff; requests for maintenance or facility renovations; working overtime; and purchases outside of petty cash.
- Discretion and independent judgment are exercised in the performance of daily duties including scheduling staff; allowing some flexibility regarding book return dates or waiving overdue fines; booking special events; weeding and discarding library materials; allowing staff to leave due to sickness, family or emergency needs; closing the library due to weather or facility maintenance; and to enforce library rules, policies and procedures.

### **Impact**

- Impact of job tasks and activities are typically felt within the library and the organization as well as on the general public.
- Work activities impact information, processes and systems, finances, equipment, facilities, material and human resources. Ensuring library policies and procedures are followed impacts staff and library patrons while performing technical library work can impact library materials (ordering, weeding materials, purchasing new materials), systems and processes. Finances are impacted due to revenue generated through library services; human resources are impacted by scheduling staff and completing payroll and corporate image is impacted.
- The impact of errors or mistakes will impact the immediate work area, library operations in general and patrons. Errors in scheduling staff may result in the library being under-staffed which may impact the hours of operation; errors in payroll documentation may lead to staff receiving incorrect remuneration and any errors in technical library work may lead to delays in processing requests for books or materials.
- Mistakes or errors are identified and typically resolved within 24 hours of problem identification.

### **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).

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- No special precautions or safety equipment is required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses or fractures is normal safety precautions are followed.
- Regular exposure to dirt and dust from books and shelving units, computer glare and awkward workspaces.