

**Job Class Profile:**                **Library Technician IV**

**Pay Level:**                                **CG-29**                                **Point Band:**                                **622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	4	4	4	2	3	
Points	187	67	13	19	120	87	83	43	32	651

## JOB SUMMARY

The Library Technician IV is responsible for performing library technical work including managing a library collection in a large library or department. Work involves maintaining and managing a provincial reference collection and performing the more complex reference research work or developing and maintaining a large computerized provincial catalogue system.

### Key and Periodic Activities

- Researches library resources in order to direct and assist patrons with reference questions and research topics.
- Develops the reference section including recommending materials (print and electronic).
- Reviews all new general non-fiction, Newfoundland and reference materials for content as it relates to the collection and errors in cataloguing. Processes these materials for public use which includes typing and placing labels on reference materials.
- Maintains reference and circulating magazine collection including selecting titles and processing for public use.
- Provides complex research and reference services (i.e. legal).
- Monitors public internet activity including assisting patrons with electronic resources and troubleshooting technical problems.
- Informs new patrons of services and instructs them in the use of the library and library catalogue.
- Re-shelves materials in the general reference collection.
- Answers reference questions.
- Registers patrons and updates accounts.
- When performing duties related to maintaining a provincial catalogue system: catalogues, edits and classifies library materials using a computerized system for all public libraries; creates and verifies authors, series and subject headings according to Anglo-American Cataloguing Rules 2 (AACR2); Library of Congress (LC) and Canadian Subject Headings (CSH); barcodes non-automated libraries; searches and downloads records from Library of Congress and/or Library and Archives Canada; searches other online sources for cataloguing information; consults with supervisor regarding call numbers or authorities; maintains daily cataloguing statistics.

### Key and Periodic Activities

- Teaches basic computer classes (i.e. Introduction to computers, Email and Internet searches).
- Conducts class visits from schools and leads group tours of the library.
- Maintains weekly and monthly log of statistics for all services provided.
- Performs related library duties including shelf reading to ensure books are shelved according to library classification systems; creates displays and provides staff relief in other library areas.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Library policies, procedures and guidelines.
- Library classification and catalogue systems and databases.
- Computers including Microsoft Office applications and Internet.

#### Formal Education and/or Certification(s):

- Minimum: 2 – 3 year Diploma in Library Studies.

#### Years of Experience:

- Minimum: 3 – 4 years of experience.

#### Competencies:

- Reference research
- Computer skills
- Strong customer service skills.

### Interpersonal Skills

- A range of interpersonal skills are utilized including: listening to often complex reference research requests from the general public; asking questions to gain clarification on the nature of the request; providing routine and complex information; gaining the cooperation of others to deal with complex requests and providing instruction to library patrons on how to access and use library materials, computer resources and complex reference material; delivering presentations to classes and groups regarding library services and from time to time dealing with angry or upset patrons.
- Communications occur primarily with employees within the immediate work area; with peers within the overall work environment; supervisors and managers and the general public.
- The most significant contacts would be with the general public regarding complex reference requests, supervisors and managers regarding daily work activities and co-workers for daily collaboration.

## EFFORT

### Physical Effort

- Work demands occasionally result in fatigue, requiring periods of rest.
- Lifting of boxes of books and reference materials weighing up to 10 lbs occurs constantly,

while lifting and moving of materials between 10-25 lbs is occasionally required. Work occasionally requires pushing and pulling of heavy book carts.

- Sitting and standing with the ability to move about and walking are regular aspects of work. Working in awkward or cramped positions is occasionally required for shelving materials (requiring bending, kneeling and stretching).
- Fine finger and precision work is utilized on a constant basis when performing computer work (i.e. cataloguing resources, utilizing on-line databases and library systems to locate reference resources).

### Concentration

- **Visual** concentration is constantly required to read a variety of reference material utilizing a high degree of attentiveness to subject matter as well as reading from a computer screen when completing catalogue responsibilities and when entering patron registration information.
- **Auditory** concentration is required to listen attentively to patrons requesting resource or reference research materials to fully understand the nature of the request and to provide the most appropriate information available.
- **Repetition requiring alertness** is evident when calculating statistics, filing materials and entering patron registration information.
- **Time pressures** exist to determine patron needs in an efficient manner and to provide answers to reference questions in a timely manner.
- Work is regularly **interrupted** by phone calls and visits from library patrons and requests for assistance from other staff. A **lack of control over work pace** is evident when working on reference research requests while providing customer service to the general public at the same time.
- **Exact results and precision** is required when inputting information into a variety of library databases and programs and to provide relevant reference research services.

### Complexity

- Work is carried out within broadly prescribed guidelines but requires independent judgment.
- Typical work challenges include determining the precise information being requested by library patrons (which can be complex, confidential or time-sensitive) and determining if reference sources are available to meet the request. This involves asking questions regarding the research (i.e. time line, scope, key words or phrases) and determining the best resources to use (i.e. books, journals, periodicals, on-line sources). May involve referring patrons to other sources of information.
- References available to address typical issues or challenges include library operating policies, procedures and guidelines; supervisors, managers and colleagues; the Public Libraries Act and library classification and catalogue systems and manuals including but not limited to Anglo-American Cataloguing Rules 2, Dewey Decimal System, Library of Congress and Library and Archives Canada.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed as work of this class is normally performed

without close supervision or monitoring.

- Decisions not requiring supervisory approval include small purchases of library materials; recommending acquisition of library books and materials; and determining when a reference research request has been given the appropriate attention and time to be answered proficiently.
- Supervisory approval is required for large purchases (i.e. furniture) and for final acquisition of library books and resources.
- Discretion is exercised regarding how to handle reference questions received from library patrons including the amount of time and resources required; cataloguing and classifying library materials; library collection maintenance; handling archival materials (i.e. whether or not photocopying is allowed) and in determining the type and number of library promotional programs offered through the library.
- Complex research matters require a high degree of discretion and judgment.

### **Impact**

- Impacts of work tasks and activities are typically felt within the library and the organization as well as on the general public. Patrons receive the information and services they requested; once library resources are catalogued, they are distributed to other libraries and reference collections are maintained and updated.
- Work tasks and activities typically impact library equipment, processes and systems, information and material resources, and corporate image.
- Consequences of mistakes or errors are typically felt within the immediate work area, throughout the organization and by patrons. Failure to deliver correct information to patrons could lead to patron dissatisfaction which may impact negatively on corporate image; failure to comply with library operating procedures and policies could lead to some financial loss; material loss of library books and reference materials, some of which could be difficult to replace (i.e. reference material from the Newfoundland collection); incorrect patron registrations and these mistakes could impact the work of other staff. Mistakes in maintaining a province wide cataloguing system could impact library operations throughout the province as staff and the general public may not be aware of the most current resources available.
- Mistakes or errors are typically resolved within a 24 hour time period but time frames can vary depending upon the nature and severity of the mistake.

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

- Not responsible for the full-time, direct supervision of staff.
- Development and leadership responsibilities include providing on-the-job advice, guidance, direction and orientation to new employees and students.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- No special precautions or safety equipment required.
- Limited likelihood of minor cuts, bruises, abrasions or minor illnesses if normal safety precautions are followed.
- Regular exposure to dirt and dust from books and bookshelves and glare from computer screens with occasional exposure to awkward or confining work spaces.

