

Class No.:	
Original Date:	
Revision Date:	June 2004 July 2013 (Minor) July 2014 March 2015 July 2018
Pay Group:	14

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## **CLASS SPECIFICATION**

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### **LIBRARY TECHNICIAN I**

#### **NATURE AND SCOPE**

An incumbent in this position ensures that library resources are available to support student learning by sourcing, acquiring, cataloguing, organizing, processing, and maintaining electronic and print collections. They provide referral and information services such as locating print and digital resources, check-out and check-in of materials, creating user accounts, providing printing technical support, handling payments, maintaining patron and item records, performing opening and closing duties. An incumbent supports the work of Faculty Librarians to manage electronic and print resources, uploading information to a web page, obtain Copyright permissions, manage permissions for print course packs, and compose database queries to create financial and other activity reports. An incumbent receives direction from the Library Services Supervisors and reports to the University Librarian.

#### **Illustrative Example of Duties**

- Uses integrated library system to perform a wide variety of functions, including check-out and check-in of items; creating, verifying and editing patron records, creating or modifying brief bibliographic, and order, check-in or item records; placing holds or creating on-the-fly records.
- Creates, runs and interprets database queries for various statistical, budget, or analytical purposes, and creating reports or resolving errors as directed.
- Participates in the revision, development, documentation and implementation of library policies and procedures; makes recommendations to Supervisors and Librarians.
- Participates in major library maintenance projects such as annual inventory, shifting or moving library collections, record conversion, assessment of usage and condition, and de-selection.
- Participates in selection committees for library staff positions as required.
- Collects data for internal and external assessment surveys.
- Maintains well-organized documentation.

- Refers difficult or time-sensitive issues to supervisor or librarian (eg. unfilled ILL, Reserve, or requested purchases).
- Receives library resources from vendors; verifies receipts against invoices and bibliographic information, assesses condition of ordered materials; enters data into the order record; advises Supervisor or Librarian as needed.
- Checks-in and manages electronic and print serials. Verifies currency of online resources. Alerts Supervisor to any subscription problems.
- Posts content to library website and social media platforms.
- Prepares and repairs library resources in all formats.
- Assists Copyright Librarian to obtain Copyright transactional licenses and manages permissions for print course packs.
- Answers inquiries concerning directional, referral and policy information. Refers out of scope inquiries to librarians or supervisors.
- Maintains records and files pertaining to patron holds and lost books.
- Handles cash, collects fines and patron registration fees, and balances cash float in the absence of the Circulation Supervisor or as required.
- Monitors Library users to ensure that Library and student conduct policies are adhered to; refers problems to the Supervisor.
- Identifies problems relating to physical plant and reports to the Supervisor, Librarian or Facilities.
- Processes requests for library resources to be placed on reserve; verifying bibliographic information for purchase requests and forwarding to the Collections Librarian. Ensures the reserve collection is current by monitoring usage and provides usage statistics for instructors. Provides guidance to instructors on reserve procedures, timelines, and copyright.
- Processes interlibrary loan and intercampus requests and renewals; verifying lending institution holdings; keeping status up to date on various systems; referring difficult and unfilled requests to librarians, and claiming overdue items. Monitors all ILL activity and delivery charges.
- Provides assistance to photocopier users when required; troubleshoots basic problems with the photocopiers such as paper jams; fills paper and toner in photocopiers; monitors the use of supplies and notifies Supervisor when there is a supply shortage or equipment breakdown.
- Performs library opening and closing duties according to established procedures.

- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, and Earthquake).
- Performs duties related to the qualifications and requirements of the position.

#### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of how information is organized & retrieved according to principles of library information management.
- Considerable knowledge of Integrated Library Systems (ILS).
- Considerable knowledge of international library cataloguing standards such as Library of Congress (LC).
- Working knowledge of spreadsheet and word processing applications, and the ability to upgrade and learn new applications.
- Working knowledge of records management principles.
- Working knowledge of descriptive and derivative cataloguing.
- Working knowledge of managing digital collections, including electronic access and record preservation.
- Working knowledge of social media platform and web tools to edit library web pages.
- Working knowledge of acquisitions, serials control, and government documents.
- Working knowledge of course reserves and ILL procedures.
- Working knowledge of library materials processing.
- Working knowledge of Copyright legislation and process of requesting transactional licenses.
- Ability to multitask, handling large volumes of material with accuracy, consistency and sustained attention to detail.
- Ability to learn assigned tasks readily and to perform them in accordance with established methods and procedures.
- Ability to work independently with minimal supervision.
- Ability to communicate oral and written technical information effectively.

- Ability to carry out financial transactions and to balance cash float.
- Ability to speak effectively to small groups in formal and informal settings, and to communicate effectively and exercise tact and sensitivity with people of diverse cultural backgrounds, including students, university employees and the broader community.
- Ability to train and direct the work of others engaged in similar work.
- Ability to establish and maintain effective working relationships with, and provide a high level of customer service to, other employees, students and the general public.
- Ability to lift and move heavy loads safely and within WCB guidelines.
- Skill in keyboarding at 40 wpm.

#### **TRAINING AND EXPERIENCE**

- Completion of a two-year Library Technology diploma comparable to the programs offered at Langara College and University of the Fraser Valley.
- One year of relevant library experience.

#### **REQUIRED LICENCES**

- None.