

Class No.:	
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CLASS SPECIFICATION

Library Technician 2 – Media

NATURE AND SCOPE OF WORK

An incumbent in this job is responsible for managing the media collection and responding to faculty requests for media to support their teaching. Duties include researching licensing, working with librarians to develop and maintain the collection and implement media policies and procedures, providing assistance to faculty to access the library's digital media collections, organizing, scheduling and delivering media loans, maintaining collections and statistics, and monitoring budgets. The incumbent provides guidance to the work of library staff as required. This position also includes regular service desk duties, library website publishing and updating, and creating library signage and other promotional materials. The work is distinguished from that of a Library Technician 1 by the greater level of responsibility and complexity of work within the department and the incumbent possesses subject knowledge of media to support Capilano University's curriculum. The incumbent receives direction from the librarians and the Library Supervisors and reports to the University Librarian.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Uses media booking system and circulation module, in accordance with established procedures, to perform a wide variety of booking and circulation functions, including placing and monitoring booking requests; creating and modifying on-the-fly media records; check out and check in of items; creating, verifying and modifying patron records.
- Responds to media inquiries and advises faculty, students and staff on the use of media services.
- In consultation with librarians, revises and develops media loan and booking policies and procedures; and maintains well-organized documentation.
- Works with the British Columbia Electronic Library Network (BCELN) members to arrange media bookings and exchange loans. Arranges and schedules commercial courier deliveries and pick-ups and verifies invoices.
- Works closely with the Library Services Supervisor to ensure that policies and procedures for media materials are coordinated with policies applicable to other library materials.

- Researches and documents media licensing requirements and ensures that usage is compliant.
- Receives recommendations from faculty for media purchases; maintains requests lists; advises librarians on media purchases.
- Facilitates and monitors progress of new media purchases in order to meet booking deadlines. Communicates status of bookings, loans, and orders to faculty and librarians. Communicates with vendors as required and maintains collection of vendor catalogues.
- In consultation with the Collections Librarian, maintains records and monitors budget for all media purchases, interlibrary loans, delivery services, and supplies.
- Participates in the BCELN listserv and attends BCELN meetings as required.
- Attends annual media showcases to identify potential media purchases.
- Maintains transaction statistics, queries library database to create lists and reports as required.
- Conducts research for new media purchases and compiles and documents the research.
- Ensures that the media collection is maintained in an orderly, well-repaired and efficient manner. Directly involved in the ongoing revitalization of the collection by replacing outdated formats with current formats.
- Responds to requests to produce signage and promotional material for the library using appropriate software.
- Updates library website and other online library resources with supervision.
- Enforces library policies, regulations, and appropriate conduct among library users.
- Researches and prepares purchase requests for Acquisitions staff.
- Performs word processing, spreadsheet analysis, and database construction as required.
- Member of Communications Committee and regularly creates library displays and participate in events.
- 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 media ILL procedures and relevant sections of the Canadian Copyright Act, including sections on Cinematographic works, sound recordings, entertainment licenses, technological protection measures (TPM), and reproduction of media.
- Thorough knowledge of media booking, materials, and supplies.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Thorough knowledge of Circulation and Technical Services department policies, procedures and work methods.
- Thorough knowledge of business records, inventory procedures, proper filing and storage methods.
- Thorough knowledge of current technological trends in audio visual services such as streaming video.
- Thorough knowledge of automated media booking systems and searching procedures.
- Thorough knowledge of audiovisual equipment booking systems.
- Thorough knowledge of promotional practices for library services including exhibiting displays and use of social media.
- Thorough knowledge of audiovisual licensing agreements and rights.
- Considerable knowledge of media usage in post-secondary institutions.
- Considerable knowledge of computer software programs, such as word processing, spreadsheet and database applications, and the ability and desire to upgrade as required.
- Considerable knowledge of MARC coding. Ability to interpret automated catalogue records.
- Considerable knowledge of how current audio visual trends fit into a library setting.
- Considerable knowledge of the operation of audiovisual and multimedia presentation equipment.
- Working knowledge of graphic design principles and of Adobe Creative Suite (one of more of Photoshop, InDesign, and Illustrator) and MS Publisher, and the ability and desire to upgrade as required.
- Working knowledge of html (hyperlink markup language), css (cascading style sheets) and CMS (content management systems).
- Ability to understand and interpret oral and written instructions.

- Ability to establish and maintain professional working relations with Media Resources personnel in Libraries of other BC post-secondary institutions, agencies and commercial vendors.
- Ability to plan, organize, assign and check the work of, and guide staff engaged in circulation work.
- Ability to effectively communicate technical information successfully; to interpret and explain library policies; to effectively and fairly handle user complaints and suggestions and assist faculty and students in the booking and use of media.
- Ability to establish and maintain effective working relationships with, and provide customer service to, other employees, students and the general public and collaborate with cross-functional teams.
- Ability to organize and manage media bookings, and statistics collection.
- Skill in the care and routine maintenance of media.
- Skill in typing at 40 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a two-year Library Technology diploma comparable to the program offered at Langara College or University of the Fraser Valley.
- Two years of library media experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None.