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| Class:         | Staff        |
| Original Date: | January 2025 |
| Revision Date: |              |
| Pay Group:     | 16           |

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## **LIBRARY TECHNICIAN 2 – LIBRARY SERVICES AND OPERATIONS ASSISTANT**

### **NATURE AND SCOPE OF WORK**

An incumbent in this position supports the Library Services Supervisor in managing library services and operations. Key responsibilities include ensuring physical library resources are accessible through effective borrower services, materials maintenance, and daily oversight of the library environment as a space that supports student learning and faculty work. This position also provides front-line support, referrals, and information services that includes the explanation of circulation guidelines and the use of a variety of library tools such as the library discovery system, student room bookings, and interlibrary loans.

This position involves participation in public service duties at the Library Services Desk, managing supply orders, and assisting with onboarding and training staff. The incumbent also supports library processes and the physical environment while ensuring quality assurance for collections and patron records. Responsibilities include managing the inventory, running reports, analyzing and reporting related data, and coordinating projects.

The incumbent receives direction from the Library Services Supervisor, guidance and training from the Library Systems Analyst, and the Technical Services Supervisor, and reports to the University Librarian.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

- Uses the Integrated Library System (ILS) 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 item records; circulation functions such as placing holds or creating on-the-fly records; generating lists as necessary for library services operations and projects. With guidance from the Library Services Supervisor uses the integrated library system to input the library hours.
- Assists the Library Services Supervisor in staff scheduling tasks.

- In consultation with librarians, the Library Systems Analyst, Technical Services Supervisor and the Library Services Supervisor, revises and develops procedures, and maintains well-organized documentation.
- Working with the Library Services Supervisor, coordinates major library maintenance projects such as annual inventory, shifting or moving library collections, patron and item record clean up, assessment of usage and condition. Assists in de-selection projects.
- At the direction of the Library Services Supervisor, assists in coordinating the onboarding of new staff and supports staff training.
- Participates in selection committees for library staff positions as required.
- Possesses a deep understanding of Library processes and policies related to front-line service and reference referrals. Provides guidance to junior team members in navigating complex customer needs inquiries. Excels at resolving challenges and de-escalation. Provides quality assurance and a high level of service. Refers out of scope inquiries, including those relating to research support, to librarians.
- Assists library patrons in navigating and using various tools, technologies and services, referring to other campus supports when necessary.
- 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 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.
- Two years of relevant library experience.

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

- Critical thinking and problem-solving skills that can be used in the context of interpersonal relations and addressing complex library services issues.
- Strong organizational and communication skills to coordinate, collaborate, and implement projects.
- Excellent ability to communicate complex procedural and technical information effectively.
- Excellent written and spoken English communication skills including technical writing.
- Considerable knowledge of relevant software applications, such as MS Office, Outlook, Excel, SharePoint and Word.
- Thorough knowledge of library relevant databases such as integrated library systems.

- Considerable knowledge of library workflows, policies, procedures and work methods.
- Able to identify personal learning needs and acquire new knowledge and skills relevant and necessary to the position.
- Ability to establish and maintain professional working relationships with library employees, library patrons, and members of other organizational units.
- Ability to perform complex work with a high degree of accuracy.
- Ability to work effectively as a part of a team.
- Ability to incorporate new and constantly changing technologies into workflows.
- Ability to analyze situations and adopt an effective course of action.
- Ability to recommend, interpret and apply library department policies.
- Ability to work independently with minimal supervision.
- Effectively train and direct the work of others performing library services tasks.
- Uphold values of diversity, equity, inclusion, and accessibility in all aspects of their work.