

Class No.:	
Original Date:	August 2024
Revision Date:	
Pay Group:	20

CLASS SPECIFICATION

LIBRARY TECHNICIAN 3 - AREA LEAD

NATURE AND SCOPE OF WORK

The Library Technician Area Lead is responsible for the oversight and coordination of the daily operations associated with library services at the Squamish campus. Duties include overseeing borrower system functions including inter-campus library materials; supporting student inquiries; coordinating displays; ensuring implementation of related procedures; collections maintenance; supporting student engagement activities and troubleshooting issues relating to student academic support. The Area Lead will also collaborate on projects with the University Librarian, librarians, and technicians at the North Vancouver campus to support library services for the region. The Area Lead applies quality assurance standards in all library services functions by following established procedures and practices and working with the Library Services Supervisor in developing those specific to regional campus needs. The Area Lead will collaborate with other personnel at the Squamish campus to support activities, events, and troubleshooting as needed.

The incumbent reports to the University Librarian (UL) and works closely with the Library Services Supervisor and librarians.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Coordinates the day-to-day operations of the library services desk for the Squamish campus.
- Provides quality frontline support and information for a wide range of Library and Capilano University Services
- Collaborates in campus programming delivered by other area leads including the Student Service Facilitator to support student life programming at Squamish campus.
- Assists with the development of library guidelines, procedures, and practices for Squamish Library.
- Monitors and maintains accurate and appropriate records for procedures, service workflows, and incident reporting.
- Oversees quality assurance measures to ensure that both external standards and internal processes and procedures are correctly and consistently applied.

- Works with librarians, the Library Services Supervisor, and the University Librarian to identify problems and develop solutions relating to the evolving needs of the Squamish service desk area and the library as a learning environment.
- Works with University Librarian, Library Services Supervisor, and relevant librarians to navigate problem resolution for facility-related issues.
- Contributes to and promotes a safe, respectful, and inclusive work environment.
- Performs duties related to the qualifications and requirements of the position.

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.
- Excellent ability to identify opportunities and challenges and communicate these effectively to the University Librarian, Library Services Supervisor, and relevant librarians.
- Able to work with people of diverse backgrounds and interests.
- Communication skills for gathering information, seeking clarification, and communicating proactively to other teams and individuals.
- Proficiency with office software applications (e.g. Outlook, Teams, Excel, Word, PowerPoint, OneDrive).
- Considerable knowledge of ILS applications relating to access services including resource sharing, patron records management, fees, and report generation.
- Considerable Knowledge of library service desk workflows, policies, procedures, and work methods.
- Able to learn and acquire new knowledge and skills relevant and necessary to the position.
- Able to develop and maintain effective working relationships with colleagues, students, and the public.
- Exercises a strong attention to detail.
- Works well independently.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a two-year Library Technology Diploma comparable to the programs offered at Langara College and the University of the Fraser Valley.
- Three years of related library experience, including at least two years of customer service experience.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- None