



## LIBRARY TECHNICIAN II, PUBLIC SERVICES

**Reports to:** Manager, Library Operations

**Dept:** Library Operations

**Range:** 21

**FLSA:** Nonexempt

**EEO:** Technician/Paraprofessional

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under direction, participate in and monitor the daily library public services operations at the main campus Library and Information Hub; interpret and explain library policies and procedures to students, staff, faculty and community members; provide access to and instruction in a variety of library resources, both physical and digital; provide for the acquisition, organization and circulation of catalogued and non-catalogued library materials; provide administration, technical support, and first-level problem resolution for library system software.; perform related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

The Library Technician II classification is the advanced-level classification in this series. Incumbents provide students, faculty, staff and community members with ready and accurate access to materials and information in many formats and assist librarians in the organization and distribution of all library resources. Incumbents are assigned specific responsibilities related to the storage and retrieval of information, library circulation policies and procedures and inventory. They operate computers, maintain library systems, interact daily with staff from other departments and train and provide work direction to assigned classified personnel and student workers.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Participate in and monitor the daily library public services operations at the Library and Information Hub; interpret and explain library policies and procedures to students, staff, faculty and community members; work with other departments to facilitate access to library resources for students, staff, faculty and community members.
2. Train and provide work direction to student workers and assigned library personnel working at the circulation desk and library stacks; verify their work for accuracy, proper work methods and compliance with established library procedures and policies.
3. Oversee daily operations of library automated systems; administer, configure, test and maintain cloud-based library services platform software; diagnose, analyze, and resolve system related

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issues; proposes related policies and procedures; create specialized reports; provide end-user training, as required.

4. Participate in the tracking and monitoring of the library's technology loan program; monitor technology loan requests; communicate with students; maintain equipment inventory.
5. Assist in the tracking and monitoring of smart locker deliveries; monitor lockers for expired deliveries and returned items; monitor and liaise with external departments requesting locker deliveries.
6. Perform technical duties related to providing all aspects of library public services; monitor circulation, renewal and overdue procedures; provide acquisition and retrieval of a variety of library resources, both physical and digital.
7. Acquire, organize and make accessible periodical print publications for the library collection.
8. Facilitate the borrowing and lending of interlibrary loans; search, match and place inter-library loan borrowing requests for students, staff and faculty using OCLC WorldCat Resource Sharing web interface. Create, maintain and monitor all aspects of the academic reserve system; acquire and circulate faculty-requested course materials; assist faculty by obtaining copyright permissions for physical open and closed academic reserve material and digital content eReserves; determine copyright compliance based on established institutional guidelines; monitor the physical and eReserves academic reserve collection; create and maintain electronic reserves; create links to library-owned electronic databases and scan original work for online student access.
9. Create and monitor reports that generate library overdue notices; provide confirmation and distribution of printed overdue and long-overdue notices.

**OTHER DUTIES:**

1. Perform a variety of library support duties including typing, filing, duplicating, answering telephones, setting schedules and processing timesheets for student workers; circulate library material according to established procedures; monitor intra-library hold and loan requests for the Oceanside and San Elijo campuses and the Community Learning Center; create and monitor library user records for FLS students, staff and faculty.
2. Respond to and troubleshoot user incidents with copiers and printers, RFID security system alarms and other library equipment; contact appropriate technical support personnel; report maintenance and building issues using online Employee HelpDesk; advise supervisor of major system problems.
3. Assist librarians with displays and other special projects; post material and maintain bulletin boards and display racks; explain and monitor posting policies and procedures to student organizations, other departments and community members.

4. Inventory, order and receive items delivered to the library following established Fiscal Services procedures; create and track online purchase requisitions; process subsequent invoices; re-order items as needed; notify appropriate personnel of receipt as necessary.
5. Assist in planning and coordinating the purchase, installation and maintenance of software and peripheral hardware.
6. Resolve patron issues involving missing, damaged and lost materials.
7. Prepare and open the Library and Information Hub on a weekday basis according to established procedures; enable equipment; log into a variety of software programs; report any building/maintenance problems via online Employee HelpDesk; monitor public service areas.
8. Maintain and revise library procedures manuals in collaboration with other library staff; distribute information as necessary.
9. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

## KNOWLEDGE OF:

1. Library of Congress Classification System.
  2. ANSCR Classification System.
  3. MARC21 bibliographic record structure.
  4. OCLC WorldCat Resource Sharing web interface.
  5. Current library automation software.
  6. RFID technology.
  7. Microsoft Office Suite software, including Word, Excel and Outlook.
  8. Online Student Administration and Fiscal Services software packages.
  9. Academic library policies and procedures.
  10. Library information technology.
  11. Academic copyright compliance guidelines.
  12. Uses and operations of audio-visual equipment.
  13. Current workplace practices, procedures and equipment.
  14. Recordkeeping and filing techniques.
  15. Interpersonal skills using tact, patience and courtesy.
  16. Telephone techniques and etiquette.
  17. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
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18. Safety policies and safe work practices applicable to the work.
19. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

**ABILITY TO:**

1. Learn to interpret, apply and explain library rules, regulations, policies and procedures and apply them in a variety of procedural situations.
2. Perform technical duties related to library automation software and OCLC functions to catalog and circulate library material, gather statistics, generate reports, maintain academic reserve collections and monitor interlibrary loans.
3. Perform updates to online Student Administration database to reflect LRC material holds.
4. Assist students and others in the use of library materials and equipment.
5. Maintain compliance with access to district data and information systems.
6. Resolve conflicts and solve problems in a professional manner.
7. Work collaboratively with members of the Library Department and other departments to provide a variety of library public services.
8. Train and provide work direction to assigned classified employees and student workers.
9. Establish work priorities, schedules and timelines.
10. Communicate effectively both orally and in writing.
11. Understand and follow written and oral instructions.
12. Operate a computer and standard business software.
13. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree and at least two years of directly related experience; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student workers, campus aides, Library Technician I.

**CONTACTS:**

Students, faculty, staff, community patrons, general public, staff at other libraries/learning resources centers and vendors.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Subject to frequent bending; lifting, pushing, climbing and/or carrying of light to moderately heavy materials weighing up to 35 pounds; moderate to heavy repetitive use of a computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus occasionally, as-needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships with other individuals from diverse backgrounds or to work alone; ability to have appropriate interactions and communications personally, by phone and/or in writing with students, staff and faculty and community members on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily works in a library environment; occasional to frequent contact with and interruptions by individuals in person or by phone or email; intermittent exposure to individuals who operate in a disagreeable fashion; may be required to work at any district location during day and/or evening hours including occasional weekends on an as-needed basis.