



**Classification Title: Library Systems Technician**

<b>Department:</b>	Library	<b>EEO6 Code:</b>	5
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	28
<b>Supervision Received From:</b>	Manager, Library	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	Direction and Guidance	<b>Last Revision:</b>	9/2016

*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.*

**JOB SUMMARY.**

Independently provides technical support and first-level problem resolution for library staff and public use computers, peripheral equipment, library system software and vendor-owned printing equipment; analyzes library automation needs and recommends appropriate solutions.

**DISTINGUISHING CHARACTERISTICS.**

The Library Systems Technician is distinguished from the Library Technician I/II by the former's responsibility for technically supporting library computer hardware, software and peripherals.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Oversees daily operations of library automated systems and related software.
2. Provides day-to-day technical support for library staff and public use computers; investigates and solves software and hardware problems; works closely with Information Services staff and/or vendors to resolve complex problems; troubleshoots audio-visual equipment problems; verifies that automated backup systems perform as specified and scheduled; serves as technical liaison with vendors for subscription databases and printer networking software services.
3. Works closely with systems librarian and analyzes library systems for technical appropriateness and content; recommends needed solutions including hardware and software products for library use; assists in planning and coordinates the purchase, installation and maintenance of software and peripheral hardware including barcode readers, printers, scanners and other library equipment.
4. Participates in webinars, reviews online tutorials and release notes from software vendors; proposes and drafts new policies and procedures related to library systems; assists in the production of training materials related to new system features and creates appropriate documentation.
5. Maintains equipment inventories and documentation; ensures that equipment is properly maintained and in working order.
6. Modifies, tailors and imports all generic bibliographic electronic records from e-book vendors into the library catalog.
7. Maintains current knowledge of technological advances in the library systems field.

**Marginal Functions:**

1. Provides guidance and expertise to employees assigned to project teams or special projects.
2. Responsible for record migrations when new systems are implemented.
3. Attends meetings and participates on committees as needed.
4. May function as lead for ongoing inventory process.
5. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Three years of increasingly responsible experience in the administration of an automated library cataloging system and other technical library experience.

**Education/Training:** Equivalent to an associate's degree from an accredited college or university with major coursework in computer science, information systems, library technology or a related field.

**Knowledge of:**

1. General terminology and practices related to paraprofessional work in a community college or public library.
2. Automated library cataloging, bibliographical and circulation information systems and databases.
3. Library application software, including methods for maintaining current versions and understanding library process workflows.
4. Practices and procedures of library collection management.
5. Modern office practices, procedures and equipment including computers and applicable software programs.
6. Microsoft Active Directory permission practices.
7. Library inventory techniques.
8. Online search techniques.
9. Principles and practices of report preparation.
10. Principles and procedures of recordkeeping.
11. Proper English usage, spelling, grammar and punctuation.

**Skill in:**

1. Overseeing the administration and maintenance of library automated systems and equipment.
2. Maintaining the security of library systems and public access computers.
3. Training others on the use of library automated systems.
4. Analyzing user hardware and software needs and recommending effective systems and programs.
5. Providing technical assistance to library systems users.
6. Maintaining detailed records, reports and documentation.
7. Providing project leadership for user department staff, vendors and other project team members.

8. Establishing and meeting project schedules and timelines.
9. Communicating clearly and effectively, both orally and in writing.
10. Working independently with minimum direction.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

#### **WORKING CONDITIONS.**

**Environmental Conditions:** Library environment; exposure to computer screens; extensive contact with students, faculty and the public.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk, stand or sit for prolonged periods of time, light to moderate lifting, reaching and crouching, moderate use of computer keyboard and visual acuity for reading computer screens.

#### **TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.