

LEAD LIBRARY TECHNICIAN

DEFINITION

Under general supervision, performs a variety of more complex paraprofessional library support services; provides direct service and assistance to staff and students; provides technical and functional direction to assigned Library Technicians.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean, Learning and Library Resources. Exercises technical and functional direction and provides training to assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification within the Library Technician series that is responsible for circulation and customer service tasks, including resolving customer issues, interpreting library policies, and cash reconciliation. Incumbents may assist patrons at public desks, such as the circulation desk and throughout the library. Incumbents serve as lead for circulation activities for designated shifts and assists with scheduling and training less experienced staff in circulation procedures. This class is distinguished from the other levels in the class series in that it performs the most complex library support services requiring additional knowledge, skill, and training.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assist with overseeing, providing direction to, and scheduling other library staff to provide adequate coverage of the circulation duties; trains clerical staff and student workers in the completion of work assignments; assists in the recruitment and selection of student workers and staff, and provides recommendations for hiring.
2. Prepares daily and weekly schedule assignments for staff; provides input and documentation for performance evaluations to the Dean, Library and Learning Resources.
3. Assists students and staff at the circulation desk and directs library patrons to appropriate locations and/or staff; responds to the most complex complaints, inquiries, questions, and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from patrons; answers calls, resolves questions and problem, or directs callers to appropriate District staff as necessary.
4. Identifies damaged materials; uses discretion in resolving fee and fine disputes; collects and records fees and fines; clears library holds on student accounts. .
5. Receives and discharges library materials, registers library patrons, and makes changes to accounts as needed.
6. Maintains accurate and detailed library records including copy cataloging, verifies accuracy of information, researches discrepancies, and records information.
7. Deletes discarded titles from automated database as appropriate.
8. Identify and suggest solutions to resolve problems in cataloging process; seek advice and direction as appropriate.

9. Assesses damaged books and resource materials; cleans, mends, covers, and repairs damaged books and other instructional materials; assists in the discarding of old books and materials according to established policies and procedures; deletes discarded titles from automated catalog as appropriate.
10. Searches shelves for overdue and lost items.
11. Prepares circulating materials for use.
12. Receives, logs, labels, and prepares materials for display and use by patrons; mounts changing displays in cases throughout the library.
13. Copy-catalogs and processes continuations. Receives and checks books against invoice to verify for accuracy. Checks for duplicates and verifies that all continuations follow succession.
14. Performs a wide variety of routine clerical duties to support operations, including filing, preparing records and basic reports, developing signage and flyers, and ordering and maintaining office and other related supplies.
15. Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
16. Assist patrons with operating library equipment including microfilm reader printer, copier, and scanner.
17. Maintains copier supplies.
18. Receives and sorts delivered or returned library materials and a variety of correspondence.
19. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
20. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
21. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
22. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
23. Prepares and delivers oral presentations related to assigned areas as required.
24. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
25. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Standard library practices and procedures including circulation and copy cataloging.
4. Principles, practices, and techniques of effectively dealing with the public.
5. Library classification, cataloging, and bibliographic terminology.
6. Alphabetic and numeric systems for classifying and organizing library materials.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

8. Record keeping principles and procedures.
9. Principles and practices of data collection and report preparation.
10. Arithmetic principles and cash handling.
11. Modern office practices and technology, including personal computer hardware and software applications related to the work.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of other library support services personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Maintain accurate logs, records, and basic written records of work performed.
9. Follow department policies and procedures related to assigned duties.
10. Understand and follow oral and written instructions.
11. Operate modern office equipment including computer equipment and specialized library services software applications programs.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college in library science or a related field; and
2. Three (3) years of technical support experience in a library environment or related setting; or
 - a. Two (2) years of experience equivalent to Librarian Technician.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works indoors and requires frequent standing in and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023