



JOB TITLE: LIBRARY AND LEARNING RESOURCES TECHNICIAN II

Classification: Classified
Salary Range: 28

Retirement Type: PERS*
Board Approved: May 18, 2020

BASIC FUNCTION:

Under the direction of a supervisor or director, provides students, faculty, staff, and community members' access to and instruction for using a variety of library and learning resources equipment and resources; assists in the processing, organization, and circulation of cataloged materials.

REPRESENTATIVE DUTIES:

Assists in the development and implementation of library policies and procedures to promote efficient operations of the library (including those related to circulation, reserve, periodicals, interlibrary loan, acquisitions, computer labs and federal copyright laws.) Maintains currency on library policies and procedures. Interprets policies and procedures for library personnel or patrons. Maintains procedural manuals and files as directed.

Analyzes library-related problems and takes appropriate action. Resolves patron conflicts and issues. Informs management as needed. Maintains a safe environment and enforces rules of conduct.

Monitors the physical organization of library materials and spaces of an assigned Library and Learning Resources area. Assists with the administration of study room sign up systems. Develops and maintains patron instructions for copiers, network printing systems, and print card dispensers.

Works at designated service counter to assist patrons. Updates website for assigned area as directed. Provides high quality customer service to students, faculty, staff, and the general public, facilitating access to library materials and providing accurate directional information.

Assists library patrons with computer printing, scanning, and photocopying equipment. Charges/discharges and renews materials for patrons; posts payments; places and lifts holds on records for missing and late items; generates new and maintains existing library patron records.

Manages the interlibrary loan (ILL) process, including processing lending and borrowing requests; oversees delivery and returns of ILL materials and maintains annual statistics for ILLs. Initiates and verifies incoming and outgoing ILL requests; fills requests from other libraries; processes fees; notifies reciprocal libraries of delinquencies; tracks and invoices lost materials.

Oversees acquisition process; receives requests for library materials; performs pre-order research and verification of bibliographic data via electronic sources; identifies appropriate vendors; monitors pending orders and fund balances; reconciles invoice discrepancies; maintains various

spreadsheets on items purchased and provides statistical information to management as needed; distributes acquisition selection cards.

Coordinates with the Public Access Librarian in the management of archive collections from acquisition to preservation; oversees the process of transitioning archives to preservation storage; prepares archive materials for access and exhibits; serves as a resource for the archive collection; assists with website and social media updates relating to the archive collection.

Manages learning materials processes; liaises with appropriate academic division; provides assistance in accessing materials; trains those participating in the process.

Researches and summarizes data. Prepares reports as requested or needed.

Provides guidance and feedback to student workers and part-time staff.

Participates in the opening and closing of library operations following established procedures.

Performs other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Two (2) years of college level coursework and two (2) years of relevant work experience OR
Three (3) years of customer service work and one (1) year employed in an academic setting OR
Four (4) years of increasingly responsible library or learning resources-related work.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Proficient in staying up-to-date with technology and changing work procedures.

Knowledge of library bibliographic resources.

Knowledge of preservation of materials and related equipment usage.

Knowledge of library terminology, practices, and resources.

Knowledge of library office practices and procedures.

Knowledge of statistical record-keeping techniques.

Abilities/Skills:

Intermediate level of technological skill with relevant library technology.

Skilled at organizing new or existing materials to maintain fluent workflows.

Skilled at problem identification and conflict resolution.

Skilled at interpretation of policies, procedures, trends, and other forms of analyses.

Skilled in cataloging, acquisitions processing, and other library practices.

Skilled in training and providing work direction to others.

Ability to analyze situations and adopt effective courses of action.

Ability to work independently with little direction.

Ability to establish and maintain cooperative working relationships with others.

Ability to communicate effectively both orally and in writing.

Ability to meet schedules and deadlines.

Ability to work accurately and rapidly under pressure with frequent interruptions.

Ability to maintain confidentiality of division and individual records.

WORKING CONDITIONS:

Library setting.

Extensive computer work.

Long periods of standing and sitting.

Periodic lifting and carrying up to 25 lbs.

Movement from one work area to another.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.