

LIBRARY TECHNICIAN II

MAJOR FUNCTION

This is detailed technical and clerical work responsible for providing inter-library loan service; creating and maintaining the materials acquisitions records; receiving, repairing and processing of library materials; maintaining the Library database; and the performance of routine clerical tasks.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Maintains database daily. Monitors a computer screen to match items with MARC records. Creates, updates, and revises item records. Determines and enters information specific to each item such as item identification number, location codes, collection codes, special item notes, loan periods, prices, etc.
- Barcodes items, generates and attaches labels. Verifies correct physical processing of items and correct entry of data by co-workers. Deletes item records.
- Receives, unpacks, and processes library materials. Performs selected acquisitions tasks within the parameters of the Horizon Acquisitions module.
- Maintains accurate record of lease materials; assists in lease materials call-back process.
- Physically processes materials by stamping, taping, covering, labeling books and audio-visual materials. May create and construct material covers and cases.
- Processes interlibrary loan requests for headquarters library and all branches. Uses online sources to locate and order requested materials. Receives and prepares requested items for circulation. Maintains all local and online inter-library loan records.
- Prepares material for return to lending library. Weighs and meters outgoing mail and parcels. Communicates with patrons, local library staff, and staff of other libraries regarding interlibrary loan matters.
- Receives and processes requests from other libraries for loan of local materials. Prepares monthly report of inter-library loan activity.
- Visually checks materials to determine appropriate method of repair. Physically repairs materials so that they can be returned to use.
- Monitors supplies needed to process and repair materials. Requests re-order of supplies, as needed.
- Trains and monitors volunteers who assist in the processing of materials. Maintains record of volunteer hours.
- Prepares material to be sent to the bindery; monitors bindery records.

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- Clerical duties include typing, filing, copying, errands using library vehicle, answering telephone and other light office duties.
- Maintains supply cabinets; fills supply requests.
- Maintains and promotes the characteristics of excellent customer service in assigned area.
- Carries out policies, procedures, and established practices of the County's library system.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Reads assigned section of library shelves; shifts materials to maintain proper quantity on shelves, as needed.
- Sorts technical services mail.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, by electronic mail, or by telephone contact.

SUPERVISION

This position has some supervisory responsibility related to volunteer workers.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience.

High School diploma or general education degree (GED) with four years experience that provides broad exposure and practical experience in personal computers, customer service, and administrative support and one year library-related experience; or equivalent combination of education and experience.

Licenses.

Valid Florida Driver's License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

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Language Skills.

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Abilities

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

Specialized Skills and Abilities

- Proficiency in the use of current personal computer technologies, e.g., data entry, word processors, spreadsheet applications.
- Ability to learn and use specialized computer software and hardware.
- Ability to understand, follow and issue oral and written instructions.
- Ability to clearly and politely relay instructions and other information to others. Ability to learn, apply and instruct others on new methods, procedures, operations and policies.
- Ability to work courteously and tactfully with the public and co-workers; ability to establish and maintain an effective working relationship with co-workers.
- Ability to function independently of constant, direct supervision.
- Ability to direct volunteers and community service workers.
- Ability to work a flexible schedule, days, evenings, or weekends.
- Ability to set priorities and meet multiple deadlines.
- Ability to work with a minimum of supervision.

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- Ability to pay close attention to detail.
- Knowledge of and ability to apply alphabetical, numerical, and library filing systems.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment.

This employee will be required to operate a book truck, hand truck, telephone, barcode scanner, computer/keyboard, printer, fax machine, postage machine, photocopier, video cassette recorder, flatbed scanner, cassette player, DVD cleaning machine, library vehicle, box cutter, and processing tools in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel and reach with hands and arms; the employee is frequently required to stand, walk, sit and stoop, kneel, and crouch; the employee is occasionally required to climb, balance, talk, hear, taste and smell. Will be required to lift up to 50 pounds and push/pull 100 pounds or more. The noise level for this job is moderate. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to wetness or humidity, fumes or airborne particles.

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Pay Grade: 8

Job Description Number: 6140

Category: 6

Status: NE

Revised: