

LIBRARY TECHNICIAN III

MAJOR FUNCTION

This is detailed technical work acting as back-up to the Library Systems Supervisor, including training, troubleshooting, report writing, notice production, etc. ; resolving staff concerns related to the Integrated Library System; acting as back-up in maintaining the materials acquisitions records; and working with library peripheral equipment.

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.

- Acts as back-up to the Library Systems Supervisor to monitor and maintain library automation hardware and software, and library automation applications.
- Resolves customer concerns using all available resources including co-workers, the County Information Systems Department, Internet, vendors, etc. Serves as a resource to library staff in the use of library automation and other library-specific software and hardware.
- Serves as project leader to work with Division Heads to implement additional features and modules of the Integrated Library System.
- Provides individual and/or group training to library staff in the use of Integrated Library System applications. Prepares written documentation and procedures for use with Integrated Library System applications.
- Installs and maintains Horizon and PC Reliance clients. Installs and maintains receipt printers, hands free and hand held scanners. Provides hardware and software support in setting up and using a laptop and projector.
- Creates detailed spreadsheets for reports. Prepares statistical reports. Creates, codes, and produces circulation, inventory, usage, and other reports as scheduled or needed.
- Manages the production of hard copy notices and email notices via the Integrated Library System application.
- Assists in maintaining technology inventory for all areas of the library system: computers, printers, and peripherals.
- Researches and makes recommendations regarding acquisition of new hardware, software, and peripherals.
- Trains and monitors volunteers who assist in the processing of materials. Maintains record of volunteer hours.
- Acts as back-up to receive, unpack, and process library materials. Performs selected acquisitions tasks within the parameters of the Horizon Acquisitions module.
- Acts as back-up to maintain accurate record of lease materials; assists in lease materials call-back process.

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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.
- 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, by telephone contact or by remote access.

SUPERVISION

This position has some supervisory responsibility related to volunteer workers.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Two year AA or AS degree with an emphasis in computer technology with three years work experience that provides broad exposure and practical experience in personal computers, Microsoft applications, 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, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.

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 define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Participates in development of procedures, plans, policies, specifications, and programs.
- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities

- Ability to read, comprehend, interpret and practically apply information acquired through technical manuals and related documentation.
- Knowledge of and ability to work with various current software technologies, e.g., platforms, operating systems, standard software packages, electronic database management systems, electronic mail, Internet browsers, desktop publishing.
- Knowledge of and ability to work with various current hardware technologies, e.g., CPUs, hard drives, secondary drives, network cabling, peripheral components.
- Ability to plan, schedule, coordinate, and review the work of volunteers and co-workers.
- Ability to communicate effectively, courteously, professionally, and tactfully with co-workers, department officials and other administrative personnel. Ability to establish and maintain

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effective working relationships with co-workers and others.

- Ability to understand and follow oral and written instructions. Ability to describe or explain verbally or in writing information, concepts, ideas, or instructions to others. Ability to learn, apply, and teach new methods, procedures, operations, and policies.
- Ability to function independently. Ability to use independent judgment to resolve customer concerns. Ability to set priorities and meet multiple deadlines.
- Ability to gather data, think creatively, and suggest options, changes, and/or solutions.
- Ability to pay close attention to detail to accomplish technical, precise work. Ability to adapt to interruptions, changes, disorder, stress, and shifting needs without losing efficiency, effectiveness or composure.
- Knowledge of standard library principles, methods, materials, and practices. Knowledge of the theory and objectives of a public library system. Familiarity with alphabetical, numerical and library filing systems.
- Ability to use the Internet to access and retrieve relevant information. Knowledge of and ability to use electronic information delivery systems, including but not limited to, the library OPAC and electronic databases.
- Ability to work a flexible schedule including days, evenings, and weekends.
- 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, 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

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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.

Established: 02/07

Pay Grade: 11

Job Description Number: 6141

Category: 6

Status: NE

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