



LIBRARY SYSTEMS TECHNICIAN

DEFINITION

Under general direction, performs a variety of specialized technical and administrative paraprofessional activities in support of the County library system; provides various library services to professional library staff and the public; assists in meeting public information needs for library materials, which include identifying and locating materials and information by researching and interpreting print, online and other sources; provides administrative and technical support to professional library staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management or professional staff. May exercise direct supervision over clerical positions and volunteers.

CLASS CHARACTERISTICS

This class is a fully qualified journey-level paraprofessional classification. Incumbents perform specialized technical work in an assigned area, which may include providing specialized analytical and administrative technical library duties to professional staff. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Library Assistant in that the latter is responsible for applying clerical and technical library duties in areas such as customer service duties, providing circulation services, and using and updating computer databases.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs technical and procedural work in support of the County library system; applies technical procedures, methods, and techniques to support program and management analysis functions and processes; monitors and explains operational and program requirements and processes to various stakeholders.
- Evaluates operations and activities for assigned responsibilities; recommends improvements and modifications; prepares reports on operations and activities.
- Assesses library patrons' needs and assists them in understanding and effectively utilizing library services and resources, including digital resources.
- Investigates complaints and recommends improvements and modifications; prepares and submits a variety of reports on operations and activities specific to area of assignment.
- Develops, produces, and maintains reports for statistical purposes; completes and submits annual state and other required statistical reports.
- Develops training materials, including tutorials, documentation, and instructional manuals for system use; and presentations, flyers, and handouts using presentation programs, desktop publishing, and word processing software.
- Maintains records and files related to library service activities and projects.
- Provides clerical or technical support for library circulation staff, reference staff, and children's department staff.

- Provides a variety of complex technical and support services including ordering materials, downloading and/or creating bibliographic records, and participating in various technical library service activities.
- Provides information to the public or County staff that requires the use of independent judgment; compliance with laws; and interpretation of policies, rules, and procedures.
- Confers with representatives of other governmental agencies; business, professional, and citizens' groups; vendors; and the public.
- Performs related duties as assigned.

When assigned to Information Technology Support, duties may include but are not limited to:

- Uses analytical techniques and information gathering processes and obtains required information and data for project analysis and reporting; prepares spreadsheets, discusses analysis and conclusions with professional and/or management staff, and drafts reports of study.
- Prepares long- and short-term administrative and/or technology systems projects for the Director and other library staff requiring statistical research and organizational, technology, and systems analysis.
- Develops and maintains the library and museum websites and the staff intranet website; manages website development to incorporate new features and functionality; develops and creates new website content and keeps all website content current and updated regularly; develops, expands, and manages current website designs and leads appropriate redesigns when needed; copies, edits, and proofreads all website content; maintains relationships with key team members, website vendors, and technical support teams; tracks and reports on all website metrics; keeps current with emerging web technologies.
- Operates computer terminals and other standard and library office equipment to access and modify various databases; performs general office support work.
- Evaluates user needs, develops and presents training on basic computer functions and use, application programs, internet, use and email.
- Assists staff with technical computer questions; creates user profiles; assists patrons with computer problems; maintains help desk support, and monitors use of computer lab; may function as a network administrator.
- Trains patrons and staff how to download eBooks and audio books to many different types of devices; answers questions submitted online and over the phone for technical support.
- Acts as a liaison and works with vendors and cooperative network libraries to provide technical support to resolve system problems; implements corrective measures.
- Provides operational testing, troubleshooting, instruction, and training to staff using the department's current Integrated Library System (ILS), and tests possible future systems.

When assigned to Library Literacy, duties may include but are not limited to:

- Recruits, enrolls, and supports tutors and learners of all ages.
- Conducts student intake assessments that effectively assess reading, writing, comprehension, and/or speaking skills of the learner; matches assessed learners with tutors.
- Establishes and maintains contact with community agencies and businesses that have an interest in adult literacy programs, and responds to related routine questions and concerns of those agencies.
- Partners with agencies in providing educational services to library patrons.
- Collects and analyzes data regarding tutor/learner activity; assesses effectiveness of training workshops and makes adjustments where necessary.
- Provides mentoring support to tutors addressing topics such as teaching strategies, supplemental material, learning disabilities/differences, and behavioral issues.
- Maintains databases for tutor/learner activity and budget expenditures.
- Prepares meeting facilities; transports workshop material and refreshments to and from meeting sites, and cleans up meeting rooms; prepares workshop schedules.
- Promotes the library literacy program through various media; creates media campaigns/content.

- Represents the library literacy program at meetings, as requested; speaks to service clubs and community groups to encourage public awareness.
- Maintains inventory of teaching/training material; unpacks, checks-in, and shelves materials.
- Prepares annual program budget and grant proposal documents and administers the budget.
- Writes monthly newsletter columns and tutor letters.
- Acts as a liaison with cooperative libraries, the Literacy Support Council, and community groups.

When assigned to Community Outreach and Grant Support, duties may include but are not limited to:

- Develops and maintains cooperative and professional relationships with staff, customers, co-workers, community partners, and other organizations; effectively responds to routine inquiries and disputes.
- Monitors and tracks expenditures of awards, grants, or special projects; develops or assists in the development of necessary accounting, budget reporting, and tracking systems for grant proposals or awarded grants and alternate funds.
- Collaborates with supervisors, staff, organizations, community partners, and county agencies to identify funding needs and to support alternate funding requests; attends meetings and assists outside organizations as needed; works to develop community coalitions to address community needs through collaborative efforts for joint groups and funding efforts.
- Represents the library on community committees, outreach events, in the media, in presentations, on panels, and coordinates with staff, supervisors, community partners, vendors, and customers.
- Conducts research, compiles and analyzes data in support of programs and activities, while maintaining program reports and statistics for internal and external use; makes recommendations to management and implements once approved.
- Designs and directs internal and external efforts to promote system-wide library services and programming using public relations, marketing, branding, media relations, outreach, and community relations to reach a wide range of library constituents, the media, diverse user groups, local organizations, businesses, community partners, area leadership, and library staff.
- Coordinates surveys, outreach, focus groups, and task forces internally and in the community.
- Creates best practice documentation and trains library staff on the library's use of social media platforms in order to increase the library's capacity to share customer stories, showcase library events, and promote education.
- Facilitates, coordinates, and makes presentations to businesses, community organizations, families, and early care and education providers to promote existing services and programs.

QUALIFICATIONS

Knowledge of:

- Administrative techniques and methods utilized in organizational analysis and research.
- Fundamental/statistical/comparative analysis techniques and formulas.
- Public administration principles and practices.
- Applicable federal, state, and local laws, regulations, policies, and procedures applicable to library programs.
- Training principles, practices, and techniques.
- General public library services, organization, and functions, as well as material, including books, authors, and general reference sources.
- Automated library systems, general computer operations, and/or word processing and desktop publishing software.
- Business arithmetic, including percentages and decimals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Develop training material and implement trainings.
- Research, compile, analyze, and summarize a variety of informational material.
- Prepare clear, concise, and complete reports and other written material.
- Maintain accurate records and files, and prepare statistical reports.
- Coordinate multiple projects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Listen and understand information and ideas presented verbally and in writing.
- Handle a variety of issues with tact and diplomacy and in a confidential manner
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

When assigned to Information Technology Support (in addition to general knowledge and abilities) knowledge and abilities may include, but are not limited to:

Knowledge of:

- Principles, practices, methods, and various languages utilized in website development and design.
- Principles and practices of personal computer and network operation, configuration and function, setup, and minor maintenance of computer peripherals.
- Standard operating systems and application software.
- Computer troubleshooting and repairs.
- Initialization, operation, backup, and restore procedures.
- Terminology used in the operation of the County's enterprise, personal computer, and network systems.

Ability to:

- Develop and implement technology plans and training materials.
- Administer smart library solutions such as RFID (radio-frequency identification)-based self-check and Automated Materials Handling (AMH).
- Perform social media functions, as well as website design, development, and maintenance.
- Troubleshoot and resolve computer user problems.

When assigned to Library Literacy (in addition to general knowledge and abilities) knowledge and abilities may include, but are not limited to:

Knowledge of:

- Objectives, principles, procedures, standards, and trends in library literacy programs.
- Methods and techniques utilized in publicizing the Library Literacy Program.
- Specific methods and material used in literacy instruction.

Ability to:

- Develop and implement an active system-wide literacy program with limited guidance.
- Recruit, screen, place, direct, and evaluate program volunteers.

When assigned to Community Outreach and Grant Support (in addition to general knowledge and abilities) knowledge and abilities may include, but are not limited to:

Knowledge of:

- Principles, practices, and methods for successfully implementing new programs and expanding existing programs.
- Principles, practices, and methods related to community organization and change management.
- Principles, practices, and methods related to grant oversight and management: financial oversight, tracking metrics, meeting grant deadlines and deadlines, preparing and presenting grant reports.
- Strong working knowledge of research and survey methods.

Ability to:

- Communicate complex ideas and proposals effectively so others will understand.
- Supervise the planning, editorial content, design, production, distribution, and evaluation of information and promotional material.
- Conceive, plan, organize, set up, attend, and represent the library at a variety of special events and programs.
- Coordinate surveys, outreach, focus groups, and task forces.
- Analyze a wide variety of data and information to identify trends and develop forecast.
- Initiate new and productive alliances, reach across organizational boundaries to strengthen cooperative efforts, and promote organizational and systems integration.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to an associate degree from an accredited educational institution in computer science, library technology, education, or a closely related field;

AND

Two (2) years of progressively responsible experience working in a library providing information systems support and administration of an integrated library system; grant management and community engagement; or literacy programs.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Fluency in Spanish may be required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including mainframe and desktop computers; vision to read printed material and digital displays; the standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work is primarily performed indoors in a library setting, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work evenings and weekends as required. Must be willing to work at various branches as assigned.