LIBRARY SYSTEMS TECHNICIAN

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition

Under supervision, performs a variety of paraprofessional level analytical and technical activities in support of the County Library with emphasis on the department's information systems and technology based functions.

Distinguishing Characteristics

This class is the paraprofessional technology specialist for library systems. Incumbents perform specialized technical work related to information technology specific to the Library including designing and maintaining the department website, providing assistance to staff regarding new and emerging library technology, and training patrons in the utilization of various personal devices to access library materials. Incumbents may also perform technical and specialized library duties; however, allocation to this class is based on the responsibility for specialized computer and network support and analytical and technical support performed.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- 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.
- Uses analytical techniques and information gathering processes and obtains required information and data for project analysis and reporting; discusses analysis and conclusions with professional and/or management staff and drafts reports of study.
- Develops and maintains the library and museum websites and the staff intranet site; manages website development to incorporate new features and functionality; develops and creates new web content and keeps all web content current and updated regularly; develops, expands, and manages current site designs and leads appropriate redesigns when needed; copies, edits and proofreads all web content; maintains relationships with key team members, web vendors, and technical support teams; tracks and reports on all site metrics; keeps current with emerging web technologies.
- Evaluates user needs, develops and presents training on basic computer functions and use, applications programs, internet use and e-mail.
- 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 network administrator.
- Provides technical assistance for staff and patrons experiencing software problems; troubleshoots operating problems with printers and other peripheral equipment
- 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.
- Provides operational testing, troubleshooting, instruction and training to staff using the department's current Integrated Library System (ILS) and tests possible future systems
- Develops, produces and maintains reports for statistical purposes for the Library Director, the Children's Library Staff and the Friends of the Library; completes and submits yearly State Statistical report; completes and submits yearly Public Library Association statistical report.
- Acts as liaison and works with system vendors and member libraries to provide technical support to resolve system problems; implements corrective measures.
- Develops training materials, including tutorials, documentation and instructional manuals for system use.
- Creates presentations, flyers and handouts using presentation programs, desktop publishing and word processing software.

- Maintains records and files related to library service activities and projects.
- Operates computer terminal and other standard and library office equipment to access and modify various databases; performs general office support work.
- Provides support for library Circulation staff, Reference staff and Children's department.
- 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.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

Equivalent to possession of an Associate degree with major coursework in computer science, library technology or a closely related field

-and-

Two years progressively responsible experience working in a library providing information systems support and administration of an integrated library system and in the design and development of websites, web pages and graphics. Additional experience as described above may substitute for the education requirement on a year for year basis.

Other Requirements:

Must possess and maintain a valid driver's license. Must be willing to work at other branches as required. Must be willing to work evenings and weekends as required.

NOTE: The above qualifications are a typically accepted way of obtaining the required knowledge, skills and abilities.

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 applications 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.
- Administrative techniques and methods utilized in organizational analysis and research..
- Fundamental/statistical/comparative analysis techniques and formulae.
- Public administration principles and practices.
- State, federal and local laws and regulations and policies and procedures applicable to Library programs.
- Principles, practices and techniques of providing customer service and training.

- General public library services, organization and functions, and materials, including books, authors and general reference sources.
- Automated library systems, general computer operations and/or word processing and desktop publishing software.
- Public desk etiquette and communication methods.
- Business arithmetic, including percentages and decimals.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Standard office practices and procedures, including the use of standard office equipment and computers.
- Basic supervisory principles and practices.

Skill in:

- Developing and implementing computer and application trainings.
- Web design, development and maintenance.
- Troubleshooting and resolving computer user problems.
- Independently organizing work, setting priorities, meeting critical deadlines, and following up on assignments.
- Dealing tactfully and effectively with a variety of individuals, including patrons, library staff and the general public.
- Operating and using standard office equipment including computers, e-readers, tablets, and other devices related to library systems.

Ability to:

- Research, compile, analyze and summarize a variety of informational materials.
- Prepare clear, concise and complete reports and other written material.
- Interpret, apply and explain complex laws, rules, policies and procedures.
- Maintain accurate records and files, and prepare statistical reports.
- Coordinate multiple projects and meeting critical deadlines.
- Exercise sound independent judgment within established guidelines.
- Communicate effectively, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is primarily performed indoors in a library setting. Work schedules may be non-standard and include evenings and weekends..

Physical: Primary functions require sufficient physical ability to work in a library setting and operate library and office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents; hear in the normal audio range with or without correction. **Frequent**, standing, walking and reaching; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting objects that weigh up to 15 lbs. carrying, pushing objects that weigh up to 25 lbs. **Occasional** bending; **Infrequent** sitting; lifting objects that weigh more than 15 lbs., carrying, pushing objects that weigh more than 25 lbs.

HISTORY

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