



NOVEMBER 2016
FLSA: NON-EXEMPT
Bargaining Unit: GE
JCN: 7608

LIBRARY SYSTEMS TECHNICIAN

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Library Services. Exercises no direct supervision over staff. May provide technical and functional direction to lower level staff.

CLASS CHARACTERISTICS

This class is the fully qualified journey-level paraprofessional classification. 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. 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.

EXAMPLES OF TYPICAL JOB 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.
- 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.
- Evaluates user needs, develops and presents training on basic computer functions and use, application 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 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.
- Provides operational testing, troubleshooting, instruction, and training to staff using the department's current Integrated Library System (ILS), and tests possible future systems.
- 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.

- Develops, produces, and maintains reports for statistical purposes for the Director, the Children's Library Staff, and the Friends of the Library; completes and submits the yearly State Statistical report; completes and submits the 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; 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.
- Operates computer terminals and other standard and library office equipment to access and modify various databases; performs general office support work.
- 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.

QUALIFICATIONS

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.
- 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 and regulations and policies and procedures applicable to library programs.
- Training principles, practices, and techniques.
- General public library services, organization, and functions, as well as materials, 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 computer and application trainings.
- Perform website design, development, and maintenance.
- Troubleshoot and resolve computer user problems.
- Research, compile, analyze, and summarize a variety of informational materials.
- 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.
- 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.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to an associate degree in computer science, library technology, or a closely related field, and two (2) 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.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment 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 materials 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.