

Library Technician

DESCRIPTION OF WORK: Positions in this banded class perform of a variety of duties in the field of information science and knowledge management, typically provided in a library setting. Library functions include but are not limited to circulation, interlibrary loan, cataloging, shelving, patron assistance (including basic reference and reader advisory services), collection development, acquisitions, digitization, and preservation. Positions require the application of standards, policies, and procedures. Positions communicate effectively with a wide variety of patrons and staff including state employees, staff, researchers, vendors, staff in other libraries worldwide, and the general public. Duties performed may include the creation of records for information management, storage, and retrieval; the application of basic research strategies to retrieve information and answer queries; the retrieval of materials and/or resources to support operations and services; basic evaluation, organization, preparation, and/or maintenance of collections; and the provision of general reference and access services for the user groups. Positions require attention to detail and the effective use of systems and current technologies. Positions may coordinate work with others to ensure efficient workflow. Work may include monitoring the work of others. Work may include instruction and/or training.

EXAMPLES OF COMPETENCIES: CONTRIBUTING

Knowledge - Program/Technical: Basic knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources. Knowledge of the work unit. Basic knowledge of principles of library and information science. Ability to use library applications (internal and external) in a networked environment to record and retrieve information. Basic knowledge of policies, procedures, and operations.

Client/Patron Service: Ability to answer basic/directional questions and assesses patron needs. Ability to communicate general information to patrons. Ability to apply knowledge of North Carolina state government history, culture and services to meet customer needs. May require ability to apply knowledge of popular literature to meet customer requests.

Data/Information/Records Management: Ability to locate basic informational data housed in a centralized library system. Ability to apply basic information gathering skills; ability to navigate effectively. Ability to identify problems or obstacles and consult with higher level employees for resolution. Ability to transfer materials from one specified format to another using established technique. Ability to record, compile, and summarize data using established format. procedures.

JOURNEY

Knowledge - Program/Technical: General knowledge of applicable functional areas in relation to overall operation of library. General knowledge and understanding of the principles of library and information science. May require knowledge of specialized subject area, project management, and/or supervision. Ability to use and demonstrate understanding of library applications (internal and external) in a networked environment to record and retrieve information. General knowledge of policies, procedures, and operations.

Client/Patron Service: Ability to prepare and communicate routine information about assigned

Instruction: May require ability to provide instruction on general library policies and procedures for patrons and staff. Ability to listen and respond appropriately to routine questions about services offered. Ability to proactively provide assistance to patrons and staff. Ability to provide one-on-one instruction to patrons in the basic use of library technology, resources, and facilities. Ability to provide existing written instructional information/materials. May require ability to assist in documenting procedures and preparing training manuals and materials.

Communication and Interpersonal Skills: Ability to present ideas in a clear, concise, organized manner both orally and in writing. Ability to communicate information to clients/patrons about services, processes, and procedures using prescribed or established guidelines. Ability to refer non-routine questions to appropriate staff. Ability to build and maintain effective working relationships with others. Ability to use effective interpersonal skills to coordinate workflow.

Instruction: May require ability to lead or provide instruction on functional areas within overall library operation, general library standards, procedures, techniques, systems, working manuals, and reference sources for patrons and staff. Ability to listen and respond appropriately to non-routine inquiries about services offered, supplementary resources, or other relevant information. Ability to develop basic instructional materials/finding aids that effectively communicate library practices and technical terminology to facilitate staff and patron use of library technology, resources, and facilities. Materials are often used as resources by other employees. Ability to

functional area. Ability to handle limited number of non-routine requests. Ability to apply full knowledge of North Carolina state government history, culture and services to meet customer needs. May require ability to prepare and communicate customized information using specific knowledge of area of specialization. Ability to assist patrons in solving problems in using technology, resources, and facilities; may require ability to assist in a specialized area. May require ability to serve special needs populations.

Data/Information/Records Management: Ability to create basic records and reports using informational data. Ability to identify problems or obstacles, select among a limited variety of resources for guidance, identify alternative solutions, and refer more complicated problems to a higher level. Ability to ensure quality control by reviewing formatted materials for accuracy and completeness.

ADVANCED

Knowledge - Program/Technical: Specialized knowledge in a related area, such as, materials preservation or bibliographic management software. Familiarity with operational areas and understanding of inter-relationships. Knowledge of specialized program area and/or management of people, resources, and programs. Comprehensive knowledge of multiple, complex library applications (internal and external) in a networked environment to record and retrieve information.

Client/Patron Service: Ability to independently prepare and communicate customized information using specific knowledge of area of specialization. Ability to provide basic reference, information and referral, and reader advisory services. Ability to apply specialized and detailed knowledge of North Carolina state government history, culture and services to meet customer needs.

Data/Information/Records Management: Ability to compile in-depth records and reports that have distinguishing parameters. Ability to analyze information, which may effect possible changes in library functionality. Ability to identify problems or obstacles, select among a variety of resources for guidance, identify alternative solutions, and resolve a range of problems independently. Ability to manipulate materials from one specified format to another without defined procedures requiring interpretation and additional independent research into acceptable practices.

MINIMUM TRAINING AND EXPERIENCE: High school diploma or equivalency and two years of experience in library services, office support, or related field; or equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

document procedures; ability to assist in writing training manuals and materials.

Communication and Interpersonal Skills: Ability to explain and interpret programs, policies, and procedures to meet the specific needs of clients/patrons. Ability to communicate information related to overall library operations. Ability to respond to requests/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals, or other staff. Ability to respond to requests for program and procedural information. Ability to contact service recipients to provide or obtain information. Ability to analyze non-routine questions and prepares response for review and approval by appropriate staff. Ability to use effective interpersonal skills to improve services and maintain service standards.

Instruction: Ability to provide in-depth instruction in a functional area for patrons and staff. Ability to identify, develop, and modify instruction to meet needs of various audiences. Ability to handle complex inquiries about services offered, supplementary resources, or other relevant information. Ability to review, revise, and edit newly developed or existing instructional materials/finding aids. May require ability to provide technical support to librarians in a functional or specialized area. Ability to document policies and procedures for a functional area; ability to write training manuals and materials.

Communication and Interpersonal Skills: Ability to interpret guidelines, answer inquiries, and advise others regarding processes, services, and operations as applied to non-standard situations. Ability to communicate expectations to other employees, which may include formal/informal training. Ability to apply knowledge of programs, policies, and procedures to interpret and communicate information to meet specific needs of patrons. Ability to work with confidential and sensitive information. Ability to resolve non-routine inquiries referred by other staff. Ability to serve as a role model to others in building strong working relationships; ability to help resolve any interpersonal issues in work unit.