**Library Technician - University**

NC 13100 (30018635) OSP 02/01/08

**DESCRIPTION OF WORK:** Positions in this banded class are characterized by the performance of a variety of duties in the field of information science and knowledge management, typically provided in a library setting. In a university, a library serves as the primary information source for an academic/research department or professional school. Library functions include but are not limited to circulation, cataloging, shelving, patron support services (including research, hardware and software support and training), collection development, acquisition, and conservation and restoration. Positions require the application of standards, policies, and procedures. Positions communicate with a wide variety of patrons (students, faculty, 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 require specialized knowledge in a discipline, field, or subject area. Work may include training, supervision, facilities management, or safety/security.

**EXAMPLES OF COMPETENCIES:**

**CONTRIBUTING:**

**Knowledge-Program/Technical:** Basic knowledge of general library standards, procedures, techniques, systems, working manuals, and reference sources.

Basic knowledge and adherence to the principles of library and information science. Ability to use library applications (internal and external) in a networked environment to retrieve information.

General knowledge of and adherence to university policies, procedures, and operations. Sight recognition of applicable foreign language or technical terminology.

**Client/Patron Service.** Ability to answer

basic/directional questions and assesses patron needs. Ability to communicate general information to patrons. Ability to assist clients/patrons in basic use of technology, resources and facilities. Ability to demonstrate or explain how to obtain requested information if it is not readily available. Ability to use standard online search strategies; most searching is for requested items.

**Data/Information/Records Management:** Ability to locate basic informational data housed in a centralized library system. 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 use established filing and data systems, functions, and/or procedures. Ability to review data

and information for completeness and accuracy using standard library guidelines.

**Instruction:** May require ability to lead or provide instruction on general library standards, procedures, techniques, systems, working manuals, and reference sources. Ability to listen and respond appropriately to routine questions about services offered. Ability to proactively provide assistance to patrons.

Ability to provide one on one coaching and/or written instructional information to patrons.

**Communication (Presentations, Oral, and Written):** Ability to present ideas in a clear, concise, organized manner. Ability to communicate information to clients/patron about services, processes, and procedures using prescribed or established guidelines.

Ability to refer non-routine questions to appropriate staff.

**Planning and Organizing Work/Supervision:** Ability to coordinate tasks and establish priorities in response to work flow.

Ability to direct, assess, and train student workers; may

require ability to recruit staff.

**Knowledge-Program/Technical:** General knowledge of applicable functional areas in relation to overall operation of library.

Understanding of the principles of library and information science. Knowledge of general support activities and/or archival operations. May require knowledge of specialized subject area, project management, and/or supervision.

Ability to use library applications (internal and external) in a networked environment to retrieve information. Ability to apply university policies, procedures, and operations. Fluency in foreign language or sight recognition in multiple languages or technical terminology.

**Instruction:** May require ability to lead or provide instruction on functional areas within overall library operation. 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 technical terminology so it can easily be understood. Materials are often used as resources by other employees.

**Client/Patron Service:** Ability to prepare and communicate routine information about assigned functional area. Ability to handle limited number of non- routine requests. Ability to assist patrons in solving problems in using technology, resources and facilities; may require ability to assist in a specialized area. Ability

to direct/assist clients/patrons in how to obtain a variety of requested information. Ability to use sophisticated online search strategies for limited subject matter. Ability to negotiate basic search strategies. **Data/Information/Records Management:** Ability to create basic 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. Ability to record, compile, and summarize

data using established format. Ability to compile and

organize library information from different sources to develop reports and data.

**Communication (Presentations, Oral, and Written):** 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 recommend service changes to

meet patron needs by identifying issues and trends.

**Planning and Organizing Work/Supervision:** Ability to plan and facilitate the activities of the library unit. Ability to coordinate with others to complete tasks. Ability to direct, assess, train, and recruit student workers in one or more functional area(s). May require ability to serve on search committees for other

employees. Ability to evaluate and assess workflow and staffing resources.

**Knowledge-Program/Technical:** Ability to prepare and communicate customized information using specific knowledge of area of specialization. Ability to assist patrons in solving varied, complex, and non-routine problems in using technology, resources and facilities. May require ability to assist in creating student projects. Ability to direct/assist clients/patrons in obtaining a variety of requested information in a specialized area(s). Ability to use analysis and complex online search strategies to obtain results.

**Client/Patron Service:** Ability to prepare and communicate customized information using specific knowledge of area of specialization. Ability to assist

patrons in solving varied, complex, and non-routine

problems in using technology, resources and facilities. May require ability to assist in creating student projects. Ability to direct/assist clients/patrons in obtaining a variety of requested information in a specialized area(s). Ability to use analysis and complex online search strategies to obtain results.

**Data/Information/Records Management:** Ability to compile in-depth 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. Ability to reconfigure and redesign library data for management reports from different internal and external sources. Ability to apply an understanding of the information in order to extrapolate key data elements.

Independently formats materials requiring interpretation and research. Reconfigures and redesigns library data. Extrapolates key data elements.

**Instruction:** Ability to provide in-depth instruction in a functional area. Ability to identify, develop, and modify instruction to meet needs of various audiences. May require ability to provide technical support to librarians. **Communication (Presentations, Oral, and Written):** 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 patron inquiries referred by other staff.

**Planning and Organizing Work/Supervision:** Ability to facilitate flow of work throughout a dynamic work unit. Ability to coordinate and direct the library

activities. May require ability to develop new processes

or procedures. Ability to supervise staff and student workers in applying operational policies and procedures. Ability to oversee student budgets. May require ability to serve on search committees for other employees. Ability to recommend changes to work flow processes and staffing levels.

**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.