

## **JOB DESCRIPTION**

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**Dept:** Library

**Working Title:** Library Resources Technician (80)

**Date:** December 2017

**Job Class:** 15

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### ***PRIMARY FUNCTION:***

Manage circulation and equipment and media services. Administer the integrated library system, evaluate, coordinate and implement new technologies. Supervise assigned Library staff.

### ***JOB DUTIES AND TASKS:***

- 1. Manage Library circulation and equipment and media services.**
  - a. Develop goals, plan and organize circulation and audiovisual services including provision of equipment to support learning and use of the Library by the KPU community.
  - b. Evaluate services and operating guidelines to develop best practices and implement new services.
  - c. Evaluate equipment needs to develop purchase and replacement plans.
  - d. Initiate and develop fund raising and project proposals to implement new service and equipment initiatives.
  - e. Liaise with other departments to promote Library circulation services: plan, organize, implement and evaluate solutions for circulation of department materials to improve student access.
  - f. Review and adjudge student appeals for fines, billing, and procedures variances.
  
- 2. Investigate emerging technologies:**
  - a. Conceptualize problems as a variety of scenarios and analyze options to select the best alternative. Analyze library and non-library software to meet specified requirements.
  - b. Research and analyze new software concepts and technologies to determine usefulness and feasibility.
  - c. Manage project implementation including liaising with vendors and internal stakeholders, testing, and software customization.
  - d. Participate on the Library's Systems and Equipment Team.
  
- 3. Administer the Library's integrated library system:**
  - a. Manage, maintain and ensure the daily operation of the integrated Library system, including performing regular system maintenance and monitoring interface between Library and student registration system.
  - b. Troubleshoot Library computer and telecommunications equipment to resolve problems or contact resource to arrange for service and/or repair.
  - c. Create and maintain system security protocols including creating and assigning password and access levels.
  - d. Identify, evaluate and plan for the implementation of new equipment and technology.
  - e. Manage installation of software, equipment and data lines and coordinate work with internal departments and external resources.
  - f. Understand related issues of the Library software and users to investigate, plan, organize, test, evaluate, implement, and troubleshoot software upgrades.
  - g. Liaise with Library system vendors to ensure satisfactory system operation.
  - h. Rewrite library software to create new functionality.

- i. Provide procedural, technical, and systems related assistance to all areas of the Library: Circulation, audiovisual, Technical Services (Cataloguing, Acquisitions, Serials), Collection Development, Inter-Library Loan, and Information Services.
  - j. Create and maintain guidelines and procedure manuals for various functional areas.
  - k. Extract database records for export for various applications and import data into Library related systems.
  - l. Manage Library circulation records and ensure procedures are in place to secure integrity of database.
  - m. Create reports and compile statistics for analysis of Library activities.
  - n. Calculate, collect and issue receipts for fines and fees and determine refunds for Library print materials.
  - o. Produce overdue reports, generate overdue notices and create holds in database for overdue materials and Library fees owing.
  - p. Produce billing report, generate and mail invoices for long overdue materials.
  - q. Assess outstanding patron accounts and send to Collection Agency as appropriate.
4. **Supervise Library circulation and audiovisual staff:**
- a. Supervise staff including recruiting, training, scheduling and assigning work.
  - b. Provide feedback on work performance.
  - c. Organize and coordinate circulation and audiovisual meetings.
5. **Develop, evaluate, coordinate and provide training to Library staff:**
- a. Train Library staff on use of automated Library circulation and equipment systems including KPU card system, OPAC (Online Public Access Catalogue), interlibrary loan, and related Library modules such as booking, acquisitions, cataloguing, and serials.
  - b. Train Library staff on use of email, voicemail, KPU computer accounts, and other required hardware and software.
  - c. Determine and provide follow up training in Library systems as required.
6. **Budget:**
- a. Recommend funding allocations for auxiliary staff and equipment budget.
  - b. Review, prioritize, and approve staffing proposals and equipment purchases.
  - c. Monitor and reconcile expenditures.
  - d. Provide input into capital and operating budgets.
  - e. Generate purchase requisitions as required.
7. **Related duties:**
- a. Prepare technical reports, correspondence and documentation as required.
  - b. Other related duties as assigned.

***SUPERVISION RECEIVED:***

Reports to University Librarian.

***SUPERVISION/DIRECTION EXERCISED:***

Supervise circulation and audiovisual staff including recruiting, training, assigning work and providing Input on performance appraisals and assist in training and assigning work to student assistants.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Manage Library circulation and media and equipment services. Manage Library integrated system and maintain system security protocols; manage Library patron and circulation information; manage maintenance and repair of PCs, printers; operate a variety of Library equipment such as PCs, barcode scanners; create and maintain guidelines and procedures manuals.

**FINANCIAL RESOURCES:**

Administer auxiliary and equipment budget; calculate, collect and issue receipts for fines and fees including adjusting fines as required; provide input into budget preparation; generate purchase requisitions and recommend purchases of software and equipment; sign refund request forms.

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**Employer required knowledge, abilities and skills**

*Education/Training*

Two year Library Technician diploma required. Related computer hardware and software training, with approximately 2 years current work experience.

*Experience*

1. Experience managing and troubleshooting of an integrated library system.
2. Ability to research, evaluate, implement, manage and troubleshoot software applications and hardware.
3. Proven leadership abilities and supervisory training and experience in recruiting, scheduling, assigning work, and conducting performance appraisals.
4. Experience planning and managing a budget.
5. Experience creating, implementing and conducting employee training programs.
6. Experience providing hardware and software troubleshooting and support.
7. Experience writing technical and procedural documentation.
8. Demonstrated keyboarding skills. Experience with web page creation, Microsoft Office and file management systems and creation of reports and statistical information. Experience with Unix preferred.
9. Ability to use tact and discretion with a variety of people and situations and work in a team environment.
10. Demonstrated ability to communicate in English, both verbally and in writing.
11. Demonstrated knowledge of Library of Congress classification system.

12. Ability to manage and troubleshoot a variety of computer systems including evaluation and installation of software and network environments.
13. Project management experience and ability to work with a minimum of direct supervision, to establish priorities, achieve deadlines, problem solve and function well under pressure.
14. Previous experience working in a public services environment.
16. Ability to lift moderate to heavy weight library materials and move materials on carts.