

## POSITION DESCRIPTION

### Library Systems Technician

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**Position**.....Library Systems Technician  
**Department/Site** .....Language Arts & Library  
**FLSA** .....Non-Exempt  
**Evaluated by**.....Library Supervisor  
**Salary Range** .....33

#### **Summary**

Assists/Supports the Systems Librarian in maintaining the library's automated systems including the library services platform (LSP), e-resources, and library website. Researches and resolves basic technical issues surrounding automated library systems including LSP, referring complex problems to the Systems Librarian, service provider or technology staff of the District.

#### **Essential Duties and Responsibilities**

- Assists/Supports the Systems Librarian in maintaining library automated systems including the library services platform (LSP), e-resources, and library website.
- Researches and resolves basic technical issues surrounding automated systems and LSP, referring the most complex problems to the Systems Librarian, service provider, or technology staff of the District.
- Provides technical assistance on use of computers and software programs including remote access, (including web proxy servers ie EZproxy) and LSP.
- Provides first and second-level help to library staff and patrons, troubleshooting hardware and software problems.
- Participates in installing and configuring upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Participates in troubleshooting to resolve hardware and software issues including but not limited to connectivity, internet access, and file servers.
- May assist library patrons at Check Out, Reserves, and/or Media desks.
- Participates/Assists in maintenance and configuration of the fulfillment, reserves, and acquisitions modules of the LSP including, but not limited to setting the calendar, hours, loan rules, letters, and notifications.
- Participates/Assists in pulling/running and generating various reports from LSP and e-resources.
- Assists Librarians, including the Systems Librarian, in training library staff on the use of the automated modules including LSP modules and various computer programs
- Performs other duties as assigned that support the overall objective of the position.

#### **Qualifications**

##### **Knowledge and Skills**

- Requires working technical knowledge of standard computer hardware and software
- Requires a working knowledge of operating systems.
- Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
- Requires an in-depth procedural knowledge of library methods, practices and terminology including use of Exlibris Alma and Primo library services platform and library e-resources
- Must have a complete understanding of the Dewey Decimal System of classification and the American Library Association rules for cataloguing.
- Requires a complete understanding of Library operations, goals and objectives.

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- Requires sufficient human relations skills to convey specialized concepts to students and to resolve urgent computer system needs.
- Requires sufficient arithmetic skills to arrange materials in numerical sequences and to calculate sums.
- Requires sufficient writing skills to document instructions on use of library services.

#### **Abilities**

- Must be able to perform all of the duties of the position with only general supervision and support.
- Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas.
- Must be able to analyze and evaluate the needs of users and develop alternative solutions.
- Must be able to prioritize and organize work to meet deadlines and timetables.
- Must be able to read, interpret and apply complex technical information including equipment schematics.
- Must be able to give one-on-one training in the use of microcomputers and common software.
- Must be able to apply and explain library services, layout, rules, and policies.
- Requires the ability to deal courteously with library patrons including students and faculty.

#### **Physical Abilities**

- Must be able to function indoors in an office and/or library circulation desk environment engaged in work primarily of a sedentary to moderately active nature.
- Requires hearing and speech ability for ordinary conversation and to project voice to a small group.
- Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate microcomputers and other office equipment.
- Requires ambulatory ability to sit, walk, to move about office and campus environs, and to lift and carry light to medium weight materials on an intermittent basis.

#### **Education and Experience**

- An associate degree, or the completion of at least sixty (60) college-level semester units, and two years of library circulation experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units, four years of library circulation experience.

#### **Licenses and Certificates**

- May require a valid driver's license.

#### **Working Conditions**

- Work is performed indoors where minimal safety considerations exist.