

POSITION DESCRIPTION

Library Systems Technician

Position.....Library Systems Technician

Department/SiteLanguage Arts & Library

FLSANon-Exempt

Evaluated byLibrary Supervisor

Salary Range33

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.