

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Library Technician

Class Code: 20622

Pay Grade: GD

A. Purpose:

Provides library and patron services and support to ensure patron needs are met and the ongoing operations of the library are maintained.

B. Distinguishing Feature:

Library Technicians are assigned a variety of tasks associated with patron or library services such as researching and processing state and federal documents, maintaining the library's collection, acquisitions processing, processing Inter-Library Loan (ILL) requests, assisting patrons in locating materials and using library services, processing materials in and out of the library, and ordering and maintaining serials.

Library Associates have technical responsibilities for reference services, copy cataloging, book acquisitions, or as a reader advisor for Braille, large print, or recorded books.

Library Clerks perform library support tasks such as providing stack maintenance, shelving books, retrieving and preparing materials for shipment, locating and copying library materials, checking-in and processing library materials, updating computerized files, processing library mail and materials for shipment, and processing cassette books.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Maintains state and federal publications to ensure they are properly processed and available for use by patrons and library staff.
 - a. Interviews patrons and advises them on the use and availability of federal and state government publications and documents.
 - b. Researches the collection to find items to meet patron needs.
 - c. Compiles a checklist of state publications and sends the lists to other depository libraries.
 - d. Responds to computer generated requests for state publications.
 - i. Obtains call numbers from the South Dakota Library Network (SDLN).
 - ii. Determines if items are in the collection, contacts other collections for items, and requests required copies.
 - e. Weeds and discards federal publications from the collection, verifies patron demand for items, and processes items to remove them from the collection as directed or within established guidelines.
 - f. Shelves publications.
2. Carries out the acquisition process and collection maintenance to ensure books and materials ordered for the library are received, processed, and entered into the collection.
 - a. Checks in book orders by verifying titles and quantities against the invoice.
 - b. Highlights irregularities in the shipment, sorts books into groups, and dates and initials invoices.
 - c. Logs into the library computer system to access acquisitions order forms and verifies if new books conform to the order.

- d. Accesses barcode conversion modules, prints out barcodes, places barcodes on books, wands books to add them to the collection, and gives new books to the cataloger.
 - e. Creates item records for new items being added to the collection to electronically link them.
 - f. Withdraws standing orders and transfers items between the collections.
 - g. Weeds the collection selecting items to be removed as directed or within established guidelines.
 - h. Cancels item records on the computer.
3. Receives and processes paper and electronic documents for the library collection ensuring items are accounted for and available.
 - a. Examines documents to ensure they are properly addressed.
 - b. Creates labels, places labels on documents, date stamps shipping lists and documents with federal depository stamp, and records shipping list numbers.
 - c. Logs documents into the library computer system.
 4. Maintains the Inter-Library Loan (ILL) process for the library to locate and obtain items requested by patrons, other agencies, and library staff.
 - a. Receives requests, from patrons and agencies, for materials not in the library's current collections.
 - b. Utilizes databases or online catalogs to identify other libraries holding specific materials.
 - c. Contacts patrons to clarify their requests for materials and to discuss availability of requested materials.
 - d. Selects those libraries with economical lending policies and requests the items.
 - e. Monitors responses to the library's request for materials.
 - f. Sends requested items to patrons or contacts them if items are unavailable.
 5. Responsible for circulation activities to ensure library materials are checked in and out of the system and accounted for.
 - a. Maintains online circulation records.
 - b. Checks library materials in and out of the library utilizing different processes based upon the origin and type of item.
 - c. Places holds on library materials.
 - d. Provides basic instruction to patrons on the use of SDLN.
 - e. Generates a report of overdue books.
 - f. Mails overdue notices generated by the computer system, monitors overdue notices, and searches for costs when doing additional notices for return of overdue materials.
 6. Provides services to library patrons as the first point of contact in a library to ensure patron needs are met.
 - a. Determines, through questions, the needs of patrons and their familiarity with library services.
 - b. Provides brief training sessions for patrons on how to use the library's online system and other resources to find books or other library materials.
 - c. Retrieves library materials for patrons.
 - d. Distributes books and articles to patrons ordered through ILL.
 - e. Ensures public use equipment in the library is working properly.
 - f. Answers routine and basic reference requests researching requested items and choosing requested books or articles.
 7. Orders, receives, and maintains serials to include magazines, journals, and newspapers for the library to ensure required materials are on hand.

- a. Orders magazines and newspapers through a subscription service.
 - b. Compiles statistics of usage.
 - c. Determines what magazines are available online in full text.
 - d. Prepares an annual renewal list and presents it to the selection committee.
 - e. Loads serial records on the computer for new magazines, journals, newspapers, microfilm, or microfiche, and updates records as needed.
 - f. Uses serial records to check items in when they are received.
 - g. Orders sample copies of magazines and initiates claims for missing issues.
 - h. Maintains database systems and records and updates information on holdings.
 - i. Maintains a display rack and shelves for magazines and newspaper collections.
8. Provides support for preservation, indexing, and other digitization projects to ensure that materials are properly prepared for and are digitized.
- a. Provides technical support to the digitization process.
 - b. Prepares print documents for digitization.
 - c. Scans images and documents.
 - d. Loads documents to the server.
 - e. Does preliminary tagging of documents.
9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a faculty librarian, Librarian, Library Associate, Senior Librarian, or program assistant. May provide work direction to other staff when demonstrating specific procedures or training them as back ups.

E. Challenges and Problems:

Challenged to interpret patron requests based on limited information, knowing where to locate information, maintaining accuracy of the collection, adhering to tight processing timelines, being flexible in responding to different priorities, learning and using new reference sources, and dealing with difficult patrons. These actions are difficult and challenging because of the need to provide assistance to patrons and carry out technical services operations in a timely manner.

Typical problems include locating information with diverse subject matter, keeping the library collection current, explaining requirements and regulations to patrons and other agencies, timely processing of new books and materials ordered for the library, using limited or inaccurate information to locate library materials for patrons, completing tasks within timelines set by other areas of the library, responding to upset patrons in person or over the telephone, keeping current on databases and reference materials, and finding library materials that have not been loaded into the system or are not where they should be.

F. Decision-making Authority:

Decisions made include where to look for items in the collection or online, when and who to contact for copies of materials, when and how to shift materials on the shelves, initial recommendations on books or other materials to be discarded from the collection, if items meet a patron's request, prioritizing daily workload, whether to terminate or extend an ILL request, if books should go to technical services for repair, if a patron should be referred to other library resource areas, if patron behavior and use of library resources is inappropriate, creating and updating serials records, who to contact for missing issues or items, when and how to develop a

serial report, where to send overdue notices, and how to order items not available through a subscription service.

Decisions referred include assisting patrons who cannot be helped through normal processes, if a new call number needs to be placed on a publication, if federal publications will be shelved, whether to discard items from the library collection, how to deal with problem invoices, approval of correspondence to patrons, policy and procedure decisions, how to deal with difficult or problem patrons, blocking or unblocking a patron's record, whether to send overdue book issues to Risk Management, what to do with library items that do not process correctly, what computer problems need to be referred, what magazines will be renewed or dropped or if the library will subscribe to a new magazine, and whether items should be in reference or circulation.

G. Contact with Others:

Daily contact with the public to assist them in the location and use of publications and library materials, answer their questions, direct them to other sections of the library, and explain how to use library services and equipment; daily contact with library staff with questions on the location of library materials or processes; daily contact with school and public libraries to discuss overdue materials, status of requests, lost books, book bills, and to give or receive information; weekly with subscription services to claim missing issues and to follow up on claims; and occasional contact with publishers for copyright information, sample issues, or to order subscriptions directly.

H. Working Conditions:

Typical library environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- library practices and procedures;
- numerical, alphabetical, and chronological sequences as they relate to library classification systems;
- basic record keeping procedures;
- computers and library related applications.

Ability to:

- deal tactfully with others;
- communicate information;
- review requests for data or materials;
- operate office machines;
- proofread;
- use a computer to load information, access databases, or search online for information;
- lift and carry boxes of library materials;
- work independently.