

Library Technician

Class Concept

Positions perform a variety of duties in the field of information science and knowledge management, typically provided in a library setting. Library functions include but are not limited to circulation, interlibrary loan, cataloging, shelving, patron assistance (including basic reference and reader advisory services), collection development, acquisitions, digitization, and preservation. Positions require the application of standards, policies, and procedures. Positions communicate effectively with a wide variety of patrons and staff including state employees, 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; digitization, editing, and updating of online resources; and the provision of general reference, instruction, and access services. Positions require attention to detail and the effective use of systems and current technologies. Positions may coordinate work with others to ensure efficient workflow. Work may include monitoring the work of others. Work may include instruction and/or training.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of library policies, procedures, and operations.
- Working knowledge of applicable functional areas in relation to overall operation of library.
- Working knowledge and understanding of the principles of library and information science.
- Ability to use and demonstrate understanding of library applications (internal and external) in a networked environment to record and retrieve information.
- Ability to prepare and communicate routine information about assigned functional area.
- 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 practices and technical terminology to facilitate staff and patron use of library technology, resources, and facilities.
- Ability to communicate effectively via a variety of means, to a variety of audiences and audience sizes (one-on-one and with groups).
- Ability to handle limited number of non-routine requests.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and two years of experience in library services, office support, or related field; or equivalent combination of education and experience.