LIBRARY TECHNOLOGY ASSISTANT

Definition:

Under general supervision performs a variety of difficult and technical duties related to the application of computer technology/electronic data to library issues; provides support to the manager of the Technical Services department and performs related work as required.

Essential Duties and Responsibilities:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Operates library technology and uses applicable software and knowledge to ensure that the technology is functioning appropriately, to report malfunctions of the technology, and educate the library staff on usage of the technology.

Maintains and assists with creating up-to-date library technology documentation in the library's shared files.

Performs shut down, reboot, troubleshooting, and backup functions for the library's automation system and other technology.

Maintains computer software and related equipment for the library.

Creates and maintains lists of cable connections, maps regarding equipment location and usernames.

Works with City IT to monitor and ensure that each library staff member's computer, software, account, and other technology needs are met.

Advises library staff members regarding software programs and equipment features/limitations.

Monitors all Technical Services and other library technology equipment and advises on needed maintenance and replacement.

Performs opening and lockup duties for Technical Services, including coordinating with non-Library City staff and outside vendors, as assigned.

Performs a variety of general and specialized clerical and technical library duties.

Produces a variety of printed material and reports.

Operates a variety of computer equipment including the library's cloud-based services.

Performs audio-visual setups, including laptop, projector, sound system, and microphones, including coordinating with internal and external events leaders.

Performs updates and maintenance of the library's website and online communications.

Assists in establishing, implementing and modifying Technical Services procedures.

Lifts and moves computer equipment and related items weighing 30 pounds or less.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

May coordinate the work of staff as assigned.

Class Characteristics:

Library Technology Assistant is a class with duties related to the computer system within the library and support for the Technical Services Division.

Bargaining Group: FMEF

Qualification Guidelines:

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

Knowledge of:

English usage, spelling, grammar and punctuation.

Basic computer applications and software programs.

Computer equipment and servers.

Basic math related to area assigned.

General office and library equipment.

Library methods, practices and terminology.

General library organization.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

AND

Ability to:

Perform responsible, difficult and technical library duties with limited supervision.

Understand and carry out oral and written instructions and use independent judgment and initiative.

Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Prepare a variety of correspondence and purchase orders.

Maintain manual and computerized files and records.

Work with other staff members, City personnel, external service providers, and the public.

Read and write at the level required for successful job performance.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of training and experience, which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from high school plus some information systems/computer science course work.

AND

Two years of computer-related experience including one year in a library.

Special Requirements Include:

Must be able to work a flexible schedule including weekends and evenings to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and in a library environment. The incumbent uses a computer, keyboard and related equipment, sits, stands, walks, kneels, crouches, reaches, bends, grasps, lifts and moves computer equipment and related items weighing 30 pounds or less and may be exposed to book dust. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Revised and Retitled from Library Technical Services Assistant December 2023
Revised July 2005
Revised January 1997