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LIBRARY TECHNICIAN SERIES

PREAMBLE

Employees classified in this series perform para-professional library work. Library Technicians support and assist librarians in the many services offered by Libraries or, in a small library where the foundations of organization and operation are already established, the Technician is capable of assuming control.

Each level of the series involves the specialized functions unique to the library or informational environment: acquisition, cataloguing, physical processing, circulation, interlibrary loan, reference, library orientation and instruction, bibliography, and collection maintenance.

EXCLUSIONS

Employees who plan and develop a library function, system or service, including responsibility for policy and program development and administration, research service and collection development, are properly classified in the Librarian series. Library employees who perform duties not requiring specialized library training/knowledge are properly classified in the administrative/clerical support classifications.

DEFINITIONS:

Acquisitions - Activities related to obtaining library materials by purchase, exchange, or gift, including preorder bibliographic searching, ordering and receiving materials, processing invoices and the maintenance of the necessary records related to acquisitions.

Bibliographic Search - The process of identifying a work document, or item and obtaining data about it through a systematic search of bibliographic tools, either manual or computerized, and other sources.

Bibliography - A list of works, documents, and/or items, usually with some relationship between the, (e.g., by a given author, on a given subject, or published in a given place) and differing from a catalog in that its contents are not restricted to the holdings of a single collection or library.

Catalogue - A set of bibliographic records generally created following specific and uniform principles of construction and usually under the control of an authority file, which describes the resources of a collection, library, or group of libraries.

Cataloguing - Those activities performed in the preparation of bibliographic records for a catalogue.

Circulation - Those activities connected with the control of borrowing and returning of items from the library collection, generally for outside use. Included are the loans of items from special and reserve collection; maintaining loans records; monitoring and collecting overdues; renewing loans, reshelving items; stack maintenance; equipment rental and loan for use in reading, viewing, or listening to materials, and copying services provided to users. **Collection Maintenance** - A term covering all of the activities carried out by a library to preserve the materials in its collections; includes binding, mending, repairing, materials conversion, etc.

Interlibrary Loan - A transaction on which, upon request, library lends an item from its collection, or furnishes a copy of the item, to another library not under the same administration.

Library - A unit which meets the following criteria:

1. maintains and controls an organized collection of printed materials, other graphic materials, and/or audiovisual materials;
2. employs staff who acquire and organize materials, facilitate the use of the collection, and deliver services to meet the information, educational, or recreational needs of its clientele;
3. maintains an established schedule during which services of the staff are available to clientele.

Library Instruction - Service to a group, which is designed to teach library users how to locate information efficiently. The essential goals of this process are an understanding of the library's system of organization and the ability to use selected reference materials. Instruction may cover the structure of the literature and the general and specific research methodology appropriate for a discipline.

Library Orientation - Service to a group designed to introduce potential library users the facilities, organization, and services of a particular library.

Public Service - Those library activities and operations which entail regular, direct contact between library personnel and library users, including circulation, reference, interlibrary loan, library orientation and instructions, copying service, and others with similar characteristics.

Physical Processing - The activities carried out by a library or processing centre to prepare items for

use (e.g. for books, includes jacketing, affixing labels and pockets, stamping ownership marks, etc.)

Reference - Individual assistance provided by members of the reference staff to library users in pursuit of information.

Technical Services - The area of library operations that includes acquisition of materials, organization and bibliographic control of materials (cataloguing), physical processing, and collection maintenance.

(Definitions are reprinted with permission of the American Library Association from the **ALA Glossary of Library and Information Science** c 1983, ALA)

LIBRARY TECHNICIAN 1

An employee at this level will perform basic library functions where information is easily accessible or readily available, and/or where the position has limited scope of activity. The Library Technician 1 normally works under the supervision of a Librarian or a more senior Library Technician and is expected to perform duties with some independence of action within established guidelines. A position at this level may monitor the work of and provide direction to clerical and/or casual staff.

COMPLEXITY

Skills/Expertise

General basic knowledge to enable performance in all functions unique to a library. Library functions include: acquisitions; cataloguing; circulation; inter-library loan; reference; instruction; bibliography; collection; maintenance; and administration. General understanding of principles and standards.

Training and Experience

Completion of a recognized post-secondary training program in Library Technology, including practicum or an equivalent combination of post-secondary education and library experience.

Status of Work

Work is assigned by the supervisor where type of work and volume is controlled and monitored. Work is to be completed according to established rules and procedures and with time guidelines set by the supervisor.

Variety and Originality

Accountable for working primarily in one functional area - typically needs virtually fulltime (80%) commitment to complete work in that area. Normally functions at a basic routine level where information is easily accessible or readily available. Keeps basic records, performs simple calculations, completes and sends out forms, compiles statistics for reports. Interruptions are infrequent as employee is primarily involved in processing work. Deadlines are typically infrequent.

SUPERVISION AND ADMINISTRATIVE RESPONSIBILITY

Oversees the work of students and volunteers performing routine task/assignments, providing guidance and advice as needed and reporting on problems. Typically shares workload.

INDEPENDENCE OF ACTION/DECISION MAKING

Employee works within established procedure, policy and practice referring unusual problems to the supervisor. Decisions made involve routine activity as a processing/production context.

Employee typically relies on other staff for operational decisions.

SUPERVISION RECEIVED

Work is done under general direction from the supervisor. Work is checked when authorizations are needed and by spot checks and post-audits.

CONTACTS/SCOPE

Typically includes staff and clients of the library involving routine exchange of information. Uses basic sources for information.

CONSEQUENCE OF ERROR

Errors may result in some cost and inconvenience to users and staff and typically result in duplication of work.

LIBRARY TECHNICIAN 2

An employee at this level performs library functions which routinely involve work at an in-depth or specialized level where information is not easily accessible. A Library Technician 2 works under the general direction of a Librarian and may be responsible for one or more functions within a large library. An employee at this level normally has functional supervisory responsibility over Library Technicians 1 or other clerical staff and acts with considerable independence of action.

COMPLEXITY

Skills/Expertise

General basic knowledge in all library functions plus an in-depth understanding of principles and standards to enable functioning as a specialist in one or more library functions.

Training and Experience

Completion of a recognized post-secondary training program in Library Technology, including practicum or an equivalent combination of post-secondary education and library experience, plus on-the-job experience.

Status of Work

Employee is expected to routinely manage and prioritize a diverse workload, to monitor workload and outputs, and to consult with the supervisor under unusual circumstances.

Variety and Originality

Accountable for two functional areas requiring sharing of time and scheduling workload. Functions at a level which routinely involves work at an in-depth or specialized level where information is not easily or readily available. Prepares and sends original correspondence, compiles and synthesizes information for reports for use by others.

Employee's work may be interrupted but normally such interruptions are for scheduled periods or are sporadic to meet specific operational needs. Workload allows for relatively long periods of concentration on a task. Deadlines may be frequent and typically are not controlled by the employee.

SUPERVISORY/ADMINISTRATION RESPONSIBILITY

Normally provides functional supervision to 1 or more full-time equivalent clerical or library technician staff. Provides guidance and direction regarding library

functions; assigns tasks and reports on problems; recommends changes to duties and participates in employee performance evaluations.

INDEPENDENCE OF ACTION/DECISION MAKING

Recommends procedure and policy; implements upon approval. Judgment is required to handle deviation from normal practice without reference to supervisor. Makes decisions in employees own area of responsibility and recommends solutions to difficult problems.

SUPERVISION RECEIVED

Employee functions independently within established guidelines and procedures. Work is primarily reviewed through discussion of problems and when authorization is required.

CONTACTS/SCOPE

Includes frequent/ongoing contact with clients and suppliers. Gathers and shares information from a variety of sources. Resolves routine problems. Delivers orientation/instruction to library users.

CONSEQUENCE OF ERROR

Errors can result in additional costs to the library and inconvenience to users. If order files or catalogue records are inaccurate or incomplete, books may be ordered twice. Incomplete or inaccurate catalogue information results in wasted effort each time a given item is retrieved. Errors normally will be difficult to detect and may be significant when discovered.

LIBRARY TECHNICIAN 3

This is the senior level of the Library Technician series where work is of a sub-professional nature involving overall responsibility for a library or a functional area within a large library, including supervision of staff. An employee at this level recommends policies and makes operational decisions with minimal or no reference to manager. The incumbent works with or reports to professional or managerial staff; is required to originate work methods and procedures; and functions consistently at an advanced level interpreting, analysing and applying principles of library technology.

COMPLEXITY

Skills/Expertise

Requires a comprehensive working knowledge of all library functions, principles and standards. Ability to interpret analyze and apply library principles and standards, and monitor and control their application by others. Subject knowledge sufficient to enable functioning at a specialist level.

Training and Experience

Completion of a recognized post-secondary training program in Library Technology, including practicum or an equivalent combination of post-secondary education and library experience, plus several years on-the-job experience in several functional areas.

Status of Work

The employee controls prioritization, determines time frames, establishes procedures and guidelines for work. Assigns work to subordinate staff and controls and monitors type and volume of work and reviews final product. Reports on work accomplished by the unit.

Variety and Originality

Accountable for work involving multiple functions where work in each functional area requires 20% or more time; or has full accountability for a functional area. Performs at an advanced level, interpreting and applying general principles of library technology. Information is typically sought from outside sources. Compiles and analyses information and makes decisions. Determines informational needs. Monitors expenditures and recommends on fiscal resources.

Workload requires the employee to be able to handle a variety of types of work simultaneously where concentrated time on one job requires scheduling.

Deadlines may be frequent, requiring the shifting of priorities and typically are not controlled by the employee.

SUPERVISION AND ADMINISTRATIVE RESPONSIBILITY

Typically supervises two or more full-time equivalent clerks and/or library technicians. Assigns and reviews work, evaluates performance, handles problems referring difficult issues to manager. Schedules work; establishes procedures and priorities. Monitors service standards and reports on accomplishments of the unit.

INDEPENDENCE OF ACTION/DECISION MAKING

Employee develops policy and establishes procedures. Is accountable for operation of the library/functional area and makes operational decisions on a regular basis; informs manager of activities of the unit. Involves others in decision making as appropriate.

SUPERVISION RECEIVED

Employee is expected to work within general guidelines and policy direction. Employee reports to manager on work done and discusses issues affecting the operation guideline/policy direction. Work is reviewed based on results accomplished by the unit. Manager provides broad administrative directives but with minimal input to library functions.

CONTACTS/SCOPE

Includes ongoing contact with clients and suppliers and organizational contacts. Resolves a variety of problems from routine to complex. Responds to enquiries where interpretations and explanation is required frequently using complex and/or external sources.

CONSEQUENCE OF ERROR

Errors result in problems affecting staff, suppliers, fiscal resources, and organization. Impacts on standards, policy and procedures which may restrict services to clients. Errors will be difficult to detect and may have long range impact on other areas of the organization.