LIBRARY TECHNICAL SERVICES 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 Library Division Manager of Technical Services and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent in the class include the following:

Operates a computer and uses applicable software to process a wide variety of information and assist other library staff in processing information.

Maintains assigned on-line files.

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

Maintains computer software and related equipment for the Library.

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

Installs new personal computers and software and purchases and installs computer cables as needed.

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

Monitors use of and issues purchase orders for Technical Services equipment and supplies.

Performs final lockup duties for Technical Services 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 main server.

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

Contacts and Relationships:

The Library Technical Services Assistant establishes and maintains contact with staff in the Library and staff in the Management Information Systems Division. Additional contact may occur with vendors and Library patrons.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

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.

AND

Ability to:

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

Understand and carry out oral and written instructions independently.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer, use basic software and learn to use specialized library-related software.

Prepare a variety of correspondence and purchase orders.

Maintain manual and computerized files and records.

Meet the public with courtesy and tact.

A typical way to obtain the knowledge and abilities is as follows:

Education:

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

AND

Experience:

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.

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.

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