

King Township Public Library Job Description

JOB INFORMATION			
Job Title:	Library Technician		
Classification:	Permanent Full-time (Grade 3)		
Reports to:	Manager of Content and Information Technology		
Supervision:	No direct reports		
Revision Date:	February 2024	Location:	King City branch; may be required to work at ALL Library locations

JOB SUMMARY:
Reporting to the Manager of Content and Information Technology, the Library Technician is responsible for the provision of paraprofessional services including acquisitions, cataloguing and processing as well as ILS and collection maintenance tasks. This position has a role in public service and support duties, e.g. circulation and information services, which promote a welcoming and inviting library environment and deliver services that meet the strategic direction set forth by the KTPL Board. In the course of delivering public service, this position will report to other senior managers.

RESPONSIBLE FOR:
<ul style="list-style-type: none"> • Cataloguing (including original and copy cataloguing); checking for quality, accuracy and consistency in catalogue data for traditional print, digital, foreign language and specialized collections, according to current bibliographic standards (e.g. Dewey 23 Classification, AACR2, RDA, Library of Congress Subject Headings) • Retrieving and editing MARC records from vendor and professional online sources; inputting catalogue data in ILS • Maintaining the ILS, item and user records; preparing statistics and reports as required • Completing physical processing of all material such as placing RFID tags and spine labels; performing the final quality control check before new materials are released to the public • Collection maintenance activities including selection, deselection and repair, completing in-house repair where appropriate • Liaising with vendors, other library systems and consortium groups; monitoring goods ordered by the library, resolving vendor errors, and following up claims. • Remaining current regarding new cataloging trends and developments in order to improve service and create efficiencies; making recommendations to Manager as appropriate • Mastering the Library's suite of electronic platforms, ILS (catalogue) and digital resources, to effectively instruct the public in their use, actively promoting them where appropriate • Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations • Providing reader's advisory services for all ages • Processing interlibrary and interbranch loans (including receiving, preparing and returning deliveries) • Handling cash, debit and credit card transactions and end of shift reconciliations • Trouble-shooting and addressing problems with equipment and technology as needed

- Directing/supervising volunteers or student staff in the absence of management
- Safe operation of library facilities, e.g. opening and closing procedures, health & safety inspections, etc.
- Participating in staff meetings and committees
- Maintaining an up-to-date knowledge of library trends and issues through professional development, meetings and reading industry-related periodicals and specialized literature
- Compliance with all Library Policies and Procedures including Health & Safety, Personnel, etc.
- All other duties as assigned

QUALIFICATIONS:

- Post-secondary diploma in Library and Information Technician program from ALA accredited institution
- 1-2 years' experience in a public library environment
- Experience using an Integrated Library System (Symphony Workflows is an asset) and proficiency with library software and applications
- Critical thinking and analytical skills required to support the needs of the Library's strategic goals
- Works as a team player, contributing to the overall success of the library and exhibits a learning and growth mindset
- Demonstrated proficiency in customer service
- Proof of valid Ontario Driver's License, up-to-date insurance and reliable transportation is a must
- Able to work flexible hours, including evenings and weekends, at ALL branches within the library system
- Successful candidate will be required to produce a current Vulnerable Sector Check
- Fluent in English with excellent oral and written communication skills
- Minimum physical requirements: able to lift 30 pounds, bend, reach, and stretch

WORKING ENVIRONMENT:

- Rapidly changing, highly automated public environment, serving all ages and abilities
- Requires day, evening and weekend shifts at any of the KTPL's locations and community events
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving the public and stakeholders: may be exposed to conflict and emotionally-charged situations
- Local travel for meetings, events and outreach
- Involves standing, computer and electronic device usage, and occasional light physical exertion (e.g.: pulling, lifting & carrying materials, boxes & equipment)

COMPETENCIES:

- Performs duties with judgement and initiative
- Proven ability to work accurately and multi-task while meeting deadlines and production schedules
- Strong time management and organizational skills with attention to detail
- Exhibits the flexibility to accept change and the resilience to adapt with curiosity and enthusiasm

Technical Services:

- Establishes appropriate and consistent procedures for the physical processing of library materials
- Handling all library resources for expedient availability to library users
- Contributes to the development of a process for acquiring a variety of materials (serials, periodicals, audiovisual materials, electronic media and other formats)
- Pursue the integration of discovery and delivery interface systems with the ILS and other sources of bibliographic metadata and digital resource

Customer service:

- Provides excellent service in person, on the telephone and through electronic communications that is customized to meet the needs of individual users
- Feels energized serving members of the public, maintaining positivity and enthusiasm in a busy work environment with frequent interruptions
- Recognizes when to refer users or questions to other staff or organizations
- Ability to function calmly and effectively during stressful situations
- Uses tact, discretion and respects confidentiality

Problem-solving and decision-making:

- Looks for alternative solutions to problems; knows when to proceed with a solution and make a decision independently or when to seek help or guidance from other staff or escalate to management

Team work:

- Works as a team player, contributes to the overall success of the Library and exhibits a learning and growth mindset
- Ability to work autonomously or cooperatively in a team environment

Learning and Personal Growth:

- Manages the development of one's own career and ongoing improvement of knowledge, skills and abilities through a commitment to personal growth and lifelong learning
- Anticipates and adapts to change with a sense of optimism and opportunity

Communication:

- Fluent in English (verbal, writing and reading)

Technology:

- Advantaged knowledge of current Microsoft Office software (Word, Excel)
- Strong computer and electronic information resource skills
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge
- Proficient with collection development and maintenance software