



BCGEU POSITION DESCRIPTION

POSITION TITLE: Audiovisual Technician

JOB NUMBER: 029

REPORTS TO: Library Supervisor

INCUMBENT:

DEPARTMENT: Library

DATE CREATED:

JOB CLASS: 8

DATE REVISED: October 2015

PRIMARY FUNCTION

Consult with patrons to assess and determine audiovisual equipment, computer and software needs; reserve audiovisual equipment and computer software; instruct patrons and staff on the use of audiovisual and computer equipment; troubleshoot, repair and maintain audiovisual and computer equipment. Provide equipment purchase consultation and digital media transfer services. Maintain booking system for audiovisual/computer equipment and software; co-ordinate external courier deliveries of audiovisual materials; perform library circulation functions.

JOB DUTIES AND TASKS

1. Coordinate booking and circulation of library audiovisual and computer equipment:

- a. Assess patron audiovisual needs.
- b. Prepare booked equipment for pick-up and check in returned equipment.
- c. Determine equipment loan periods; contact patrons with overdue equipment.
- d. Research new audiovisual and computer equipment and technologies to determine feasibility and usefulness and recommend purchases.
- e. Consult with Special Needs Advisor to co-ordinate audiovisual equipment needs.
- f. Receive and process new audiovisual and computer equipment.
- g. Assess, appraise, and determine disposal of audiovisual equipment with Purchasing Services.
- h. Secure the audiovisual inventory against theft.
- i. Maintain a database inventory of audiovisual and computer equipment: Perform an annual inventory.
- j. Maintain audiovisual supplies and parts inventory.
- k. Gather, calculate and compile statistics for circulation of audiovisual equipment.

2. Coordinate booking and circulation of library software:

- a. Update and maintain database of audiovisual software bookings.
- b. Verify requests, book software, confirm bookings and retrieve software to fill requests from Kwantlen patrons and external BC ELN Media Resource Team member institutions in B.C.
- c. Determine software loan periods; contact patrons with overdue software.
- d. Coordinate the delivery and receipt of intercampus and interlibrary loan audiovisual materials.



- e. Process new audiovisual software and maintain a working collection of audiovisual software material in varied formats.
- f. Coordinate the preview and evaluation of audiovisual software titles prior to purchase.
- g. Collect and maintain a library of distributor catalogues.
- h. Gather, calculate and compile statistics for circulation of audiovisual software.

3. Set up, configure, maintain, troubleshoot and repair circulating audiovisual equipment:

- a. Assess, diagnose, troubleshoot, and repair audiovisual equipment.
- b. Coordinate repair service, parts orders, source equipment costs and arrange warranty repairs.
- c. Install software on standalone computers (COWS and CD-ROM stations); maintain software license inventory.
- d. Evaluate existing University audiovisual equipment in terms of serviceability, reallocation or disposal.
- e. Maintain records for work completed and capital asset inventory for audiovisual equipment.

4. Coordinate projects with IT for the creation and maintenance of image and hardware upgrades for circulating equipment:

- a. Meet with IT and the AV Librarian to ensure computer image for circulating equipment is maintained and contains required software and settings and that the required software and hardware components are installed on the circulating equipment.
- b. Coordinate project plans, timelines and priorities for image installations, hardware and software upgrades with IT.
- c. Perform image and upgrade installations on circulating computers.
- d. Work with all AVTs and IT to resolve issues when project work is underway.

5. Provide technical support for Library Lab and Research Stations and printers:

- a. Troubleshoot and resolve computer and printing problems in the library lab and library research stations.
- b. Liaise with IT to resolve computer and printing problems in the library lab and library research stations.
- c. Liaise with Web & Systems Librarian to resolve potential system wide problems.
- d. Communicate problems to librarians and staff and notify users when network is down.
- e. Maintain instructional signage, and post notification of network upgrades.

6. Instruct users on proper operation of audiovisual equipment and computers:

- a. Create technical training documentation and implement training plans for audiovisual equipment users.
- b. Train library employees on audiovisual circulation counter procedures.
- c. Consult with Special Needs Advisors to provide training for students with disabilities.

7. Write, Develop and contribute input to the web based Audiovisual Manual:

- a. Provide input to develop new audiovisual Guiding Principles and procedures. Write clear documentation for new Guiding Principles and procedures.



- b. Analyze and adapt existing audiovisual procedures to meet changing technology and changing policies and procedures.
- c. Revise and provide system-wide notification of updates.

8. Maintain audiovisual accounting records:

- a. Assess, calculate, collect and record payment, and issue receipts for audiovisual fees owing including determining replacement costs for lost or damaged items.
- b. Maintain an accounting record of audiovisual expenditures resulting from audiovisual rentals, deliveries and miscellaneous expenses.
- c. Reconcile audiovisual invoices with records and authorize for payment, including purchases University Purchase Card.
- d. Prepare monthly and year end budget expenditure reports.
- e. Prepare monthly MEDIA ILL borrowing and lending statistics for external software and lending through BC ELN.

9. Equipment Purchase Consultation Services:

- a. Assist faculty and staff with equipment purchases by assessing needs to determine equipment requirements, gathering information regarding options and recommending equipment to meet needs.

10. Digital Media Duplication and Transfer Service:

- a. Provide duplication of various media to Kwantlen.
- b. Provide file conversion of various media, such as VHS to DVD, to Kwantlen.

11. Perform Library Circulation Functions:

- a. Charge, discharge and renew library materials.
- b. Sort and reshelv reserve and various library collections materials and perform shelf reading.
- c. Create and maintain library patron records in library database; generate, issue and renew KPU Cards.
- d. Calculate, record and collect fines and fees for various items such as overdues and lost or damaged materials, and issue receipts.
- e. Instruct patrons on the use of automated library system.
- f. Open, close and secure library facilities.
- g. Troubleshoot Library machines, e.g. copiers, printers and scanners.
- h. Answer basic reference questions and record statistics.

12. Related duties:

- a. Prepare purchase orders for software, equipment, and supplies.
- b. Receive and duplicate computer software from library collection and distribute copies to appropriate campus.
- c. Respond to various alarms, including detection gate, fire and emergency exits and complete Incident Report forms.
- d. Assign and monitor work of auxiliaries and student assistants.
- e. Provide input into annual budget preparation.



- f. Prepare various documentation such as reports, forms, letters and memos and distribute to appropriate staff and faculty members.
- g. Edit library Webpage using the University's CMS.
- h. Sign for supplies at the Bookstore.
- i. Perform back-up duties as required.
- j. Participate on various committees as required. Chair and record minutes as required.
- k. Other related duties as assigned.
- l. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to Library Supervisor.

SUPERVISION/DIRECTION EXERCISED:

Provide formal instruction and training to student and auxiliary workers. Instruct patrons on the basic use of audiovisual equipment such as photocopiers and scanners, and troubleshoot. Instruct patrons on the use of automated library systems, computers, internet and general audiovisual circulation procedures.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Considerable responsibility to perform maintenance and repair of audiovisual equipment. Set up and maintain library patron records; maintain records for the library, serials and reserves collection; loan audiovisual equipment, software, and related materials; maintain and troubleshoot audiovisual and computer equipment inventory; open, close and secure library facilities; check on library equipment kept outside of the library.

FINANCIAL RESOURCES:

Use discretion when using University issued Purchase Card to expedite the purchase of equipment and supplies. Calculate and collect fines and fees for overdue, lost or damaged materials including adjusting fines as required. Maintain audiovisual financial budget records for media rentals, delivery charges, and other accounts and generate monthly and annual financial audiovisual reports. Prepare purchase requisitions for supplies, services, parts and equipment; sign for receipt of goods and services; recommend replacement and disposal of equipment.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Demonstrated experience using an automated circulation system.
- Demonstrated ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Demonstrated ability to communicate effectively in English, both verbally and in writing.



- Demonstrated keyboarding skills, understanding of computer concepts and terminology and experience with word processing software, and file management systems.
- Demonstrated knowledge of library classification system.
- Demonstrated ability to work with a minimum of direct supervision, to establish priorities, achieve deadlines, problem solve and function well under pressure.
- Previous experience working in a public services environment.
- Demonstrated experience in operating, troubleshooting and performing basic repair and maintenance on a variety of audiovisual, camera and computer equipment.
- Ability to adapt to changing equipment and software technologies.
- Ability to lift 30 to 50 pounds and to move equipment on carts.
- Proven ability to train users and coworkers in the operation of equipment and software, including adaptive equipment for users with special needs.
- Experience working with adaptive equipment for users with special needs.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Completion of a two-year Library Technician or a two-year Media Technician diploma from a publicly accredited post-secondary institution or combination of equivalent education, training and experience.

Knowledge Skills & Abilities revised: October 2015
