



BCGEU POSITION DESCRIPTION

POSITION TITLE: Associate Library Technician	JOB NUMBER: 481
REPORTS TO: Library Campus Supervisor	INCUMBENT:
DEPARTMENT: Library	DATE CREATED:
JOB CLASS: 6	DATE REVISED: June 2026

PRIMARY FUNCTION

The Associate Library Technician is responsible for providing a high standard of customer service oriented frontline support and circulation services ensuring the efficient operation of the Service Counter and Library Spaces with the ability to create a positive and meaningful patron experience. This role utilizes comprehensive knowledge of the Library's goals, standards, and institutional policies and procedures.

JOB DUTIES AND TASKS

1. Provides day-to-day frontline support and information for Library services which includes but is not limited to; offers assistance with library systems, diffuses difficult situations, provides reference services, answers a variety of KPU-related questions, and guides patrons on the use of resources and services across various departments.
2. Performs Library Circulation functions by managing the charging, discharging, and renewing of materials, maintaining patron records, collecting fines and fees, issuing KPU Cards, handling reserves, and troubleshooting the print management system, and refunding print jobs and paying out balances.
3. Provides specialized equipment and media services to the University community by assessing and determining equipment needs, instructing on equipment operations, diagnosing and troubleshooting technical issues, assisting with various forms, and supporting the circulation of equipment.
4. Navigates and prioritizes tasks, works to meet deadlines and demands, makes responsible decisions, and determines when to seek advice.
5. Gathers, maintains, and provides statistics to leadership on various initiatives and practices, and department proceedings.
6. Participates in projects/assignments and other duties as required.
7. 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 the Library Campus Supervisor.

SUPERVISION/DIRECTION EXERCISED:

Provides formal instruction to patrons and training to student workers and introductory instruction on the operation of equipment. Instructs patrons on use of automated library systems, computers, and internet. Educates patrons on use of automated library systems, computers, printing, Internet access, and multi-function devices.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Creates and maintains library patron records; receives and processes loan requests; loan audio-visual equipment and related materials; maintains and troubleshoots audio-visual equipment; opens, closes and secures library; receives and processes new items in collection and maintains collection; maintains supplies for circulation functions at checkout counters; troubleshoots library machines (e.g. microform reader/printers, MFDP, etc.); records statistics.

FINANCIAL RESOURCES:

Collects and processes fines for overdue, lost and damaged materials including adjusting fines when warranted. Collects fees for chargeable services and product. Signs for receipt of goods.

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

- Experience using an integrated library system.
- Ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Demonstrated ability to communicate 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 systems.
- 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.
- Ability to lift 30-50 pounds and move materials on carts.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

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

Knowledge Skills & Abilities revised:
