



## BCGEU POSITION DESCRIPTION

---

**POSITION TITLE:** Library Technician

**JOB NUMBER:** 75, 76, 77, 78, 79, 134, 138, 187

**REPORTS TO:** Library Supervisor

**INCUMBENT:**

**DEPARTMENT:** Library

**DATE CREATED:** October 2017

**JOB CLASS:** 6

**DATE REVISED:** May 2023

---

### PRIMARY FUNCTION

To provide frontline support and circulation services at the Checkout Counter and a range of functional area duties such as financial services, inter-campus requests, orientations, reserves, serials, interlibrary loan, bookings, open education projects, social media initiatives.

### JOB DUTIES AND TASKS

#### **Provides frontline support and information for a wide range of Library and KPU services:**

1. Understands the functions of all Library departments and how they relate to circulation services to provide information or services to patrons and subject expertise for project work.
2. Provides basic reference service when Librarians are not available.
3. Assesses patron needs to answer a broad range of general KPU-related questions including directing students to other departments or services.
4. Instructs patrons on the use of a variety of library systems including Library catalogue and discovery layer, circulation guidelines and procedures, interlibrary loans, study room bookings, and KPU Card eligibility.

#### **Performs Library Circulation functions:**

1. Charges, discharges, and renews library materials.
2. Sorts and re-shelves reserves and other library collections materials and performs shelf reading.
3. Creates and maintains library patron records in library database; generates, issue and renews KPU Cards.
4. Calculates, records, and collects fines and fees for various items such as overdues and lost or damaged materials and issue receipts.
5. Deposits funds to the print management system. Troubleshoots system by explaining procedures and guidelines, interpreting and acting on error messages, refunding print jobs, and paying out balances.

#### **Provides Audiovisual Counter Service and general Audiovisual information to the University community:**

1. Exchanges information with Library patrons to determine audiovisual equipment and software



- needs.
2. Provides instruction on the basic operation of audiovisual equipment.
3. Diagnoses and troubleshoots basic audiovisual equipment problems and assist users in the lab.
4. Assists users in the completion of a variety of forms.
5. Receives requests for AV equipment and software. Retrieves and circulates AV equipment.

**Develop Procedures:**

1. Develops new procedures for area specific duties.
2. Assesses and adapts existing procedures to meet changing technology or policy; drafts procedures to meet the changes.
3. Drafts documentation for new and revised procedures for review by colleagues and Library Resource Technicians.

**Related duties:**

1. Opens, closes and secures library facilities and fills out incident reports.
2. Responds to various alarms, including fire, detection gates, and emergency exits and evacuates patrons from the library in emergency situations.
3. Assigns and monitors the work of student assistants and auxiliary staff.
4. Assists with the development of library guidelines and procedures.
5. Provides input into annual budget preparation.
6. Orders supplies and signs for receipt of goods and services.
7. Performs back-up duties as assigned.
8. Records transactions for statistics. Identifies, assesses and recommends items to be weeded from collections.
9. Other related duties as assigned.
10. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

**AREA SPECIFIC DUTIES:**

**Collection Agency:**

1. Investigates patron records with long overdue material.
2. Initiates and monitors searches for long overdue material.
3. Searches vendor catalogues, determines replacement costs and bills patrons accordingly.
4. Generates and mails invoices for long overdue materials.
5. Assesses outstanding patron accounts and sends to Collection Agency as appropriate.

**Copier & Reader/Printer Maintenance:**

1. Maintains and troubleshoots multifunction printers and microform reader/printers.
2. Diagnoses problems, arranges for equipment service, acquires estimates, and initiates requisitions for purchase orders for problems not covered by service contracts.
3. Follows up on service and subsequent charges; tracks budget on spreadsheets and authorize payments.
4. Recommends equipment needs for budget requests.
5. Instructs library patrons on the use of public copiers and microform reader/printers.

**Financial Services:**

1. Collects cash from point of sale.
2. Runs a report of stored transactions and makes deposit on debit machine.



3. Balances cash, reconciles receipts, verifies calculations and produces reports of recoveries (fines, lost/damaged payments, photocopiers, book sales, etc.).
4. Troubleshoots debit machine problems and contact appropriate resource as required for servicing/repair.
5. Monitors debit deposit online and contacts vendor regarding errors.
6. Receives, processes, and prices books for book sale.

#### **Inter-Campus Requests:**

1. Interprets computer generated reports to retrieve, loan, edit status and transfer requested material via Kwantlen Polytechnic University courier.
2. Receives and processes requested materials.
3. Assesses holds and timelines to decide if a recall or reserve placement is required.
4. Organizes and conducts intercampus searches for missing library materials. Maintains and monitors files of lost and missing items, updates on-line status as required, keeps patron informed of progress. Reports missing items to Acquisitions & Collection Assessment Librarian and recommends replacement when appropriate.
5. Clears hold shelves of material not picked up.
6. Investigates claims-returned items and inform patron of search progress and Library guidelines on outstanding material.
7. Recommends variances regarding recall fines.
8. Monitors spatial needs of the Library collection by evaluating current space, determining whether shifting or reallocation is needed, and suggesting when additional shelving is required.

#### **Inter-Library Loans:**

1. Coordinates and maintains centralized interlibrary loan borrowing and lending.
2. Uses interlibrary loan and research database knowledge to search and assess a variety of external and internal databases to fill requests including locating alternate sources for embargoed materials.
3. For complex requests, uses interlibrary loan and research database search skills to interpret request details and identify new supply sources.
4. Assesses requests for inclusion of required information. Corresponds with patron to acquire missing information.
5. Explains interlibrary loan guidelines and procedures to patrons and answer patron queries.
6. Troubleshoots and resolves problems encountered by interlibrary loan staff at other campuses.
7. Ensures materials are borrowed in accordance with copyright and licensing agreements and interlibrary loan guidelines.
8. Tracks requests and locates alternate sources for unfilled requests.
9. Tracks overdue materials and uses judgment to renew or recall if appropriate.
10. Receives and processes borrowed materials including creating item records and placing holds.
11. Prepares items for pickup and return.
12. Receives and verifies invoices for borrowed materials. Contacts external libraries to correct billing discrepancies.
13. Reconciles invoices with KPU issued Purchase Card statements.
14. Reports lost KPU materials to the Library Resources Technician.

#### **Orientations:**

1. Receives online Library Orientation/Lab schedules.
2. Prepares required documentation for Librarians according to Faculty specifications.



#### **Reserves:**

1. Instructs faculty on guidelines and procedures for placing materials in reserves collection.
2. Creates, edits and deletes bibliographic records in the library catalogue; ensures integrity of database is maintained with accurate records.
3. Ensures copyright guidelines are followed.
4. Creates labels for reserve materials for shelving and identification purposes.
5. Creates and maintains records of current and past reserve materials.
6. Runs reports for a variety of reserves processes including editing of reserves records and notifying faculty of reserves details.
7. Oversees and monitors the reserve collection for accurate shelving of multiple filing systems and for damaged materials.
8. Assesses and revises loan periods for high demand materials.
9. Monitors spatial needs of the reserve collection by evaluating current space and determining whether shifting or removal from reserve is appropriate.
10. Assesses requests for materials to be scanned or links created to ensure fair dealing copyright guidelines are met.
11. Searches databases and KPU library site for requested article, streaming video, eBook or book: assesses the site's copyright or linking guidelines.
12. Creates static URL link or scans material as appropriate: provides to requestor.

#### **Serials & Reference Materials:**

1. Processes new serials including editing the on-line catalogue record and securing the item with magnetized detection strip and color-coded label.
2. Oversees and monitors the current and back issues of the serials collection, creates signage, labels, shelves and display serials.
3. Edits on-line catalogue records to reflect status.
4. Organizes and conducts intercampus searches for missing periodicals. Compiles and reports statistics on damaged or missing material in the serials collection to appropriate personnel.
5. Recommends materials for reallocation and removal from collection. Weeds and reallocates serials.
6. Shifts periodicals when space is limited by loading book trucks and re-shelving boxes of periodicals.
7. Updates government documents, and files current releases in a variety of publications as required.

#### **Support Library open education projects and initiatives:**

1. Searches a variety of resources for potential items for KPU's open publishing suite OPUS.
2. Assesses publisher copyright and self-archiving policies to verify item is eligible for inclusion in OPUS.
3. Prepares solicitation emails and acts on responses.
4. Obtains document files for upload to OPUS.
5. Creates and edits records, documents, and images using a variety of software including eBook publishing software and open access journal software.
6. Parses records for HTML, CSS, and other coding errors: research correct syntax if necessary and edits file.
7. Assesses accessibility of open access materials by checking footnotes, references, links, navigability, etc.
8. Keeps current with open access publishing trends and software.



9. Assists with open access projects as they develop.

**Audiovisual:**

1. Coordinates and maintains booking and circulation of library equipment and software including creates, edits and delete bookings.
2. Receives and processes new equipment including creates, edits, and delete equipment catalogue records.
3. Prepares equipment and software for pick up and checks in returned materials.
4. Coordinates booking and delivery arrangements for intercampus and external software requests.
5. Contacts patrons with overdue equipment as required.
6. Processes new software.
7. Operates and maintains the disc repair equipment and service to maintain and repair DVDs for internal and external users.

**Social Media:**

1. Independently conducts research, seeks input from Library employees, considers scheduled Library events, and uses creativity and digital media writing best practices to craft original, relevant and inclusive content. Develops themes based on knowledge of KPU audiences to promote Library services and collections.
2. Develops and follows a methodology for checking content for accuracy, integration with Marketing guidelines, and uniqueness before posting to the KPU Library social media account(s). Responds to comments or questions resulting from posts in a timely manner and consults with Student Engagement & Community Outreach Librarian if necessary.
3. Consults with the Student Engagement & Community Outreach Librarian on questions of trademark or copyright to ensure Marketing Services and web content guidelines are met.
4. Keeps current with audience appropriate shorthand and abbreviations, trending hashtags and suitable stories by following KPU and other libraries social media accounts as well as broader social media platforms to ensure the Library's content is relevant, engaging, promotes interest and gathers followers. Keep up-to-date with software improvements and new features by reviewing new release documentation and updates to implement relevant new functionality.

**SUPERVISION RECEIVED:**

Reports to Library Supervisor.

**SUPERVISION/DIRECTION EXERCISED:**

Provides formal instruction and training to student and auxiliary workers. Assigns and monitors work of student and auxiliary workers. Educates patrons on use of automated library systems, computers, printing, Internet access and multifunction printers. Provides instruction on the basic operation of audiovisual equipment.

**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 the library; receives and processes new items in collection and maintains collection; maintains supplies for circulation functions at checkout service counters; troubleshoots library machines (e.g. microform readers/printers, photocopiers, etc.); records statistics

**FINANCIAL RESOURCES:**

Collects and processes fines for overdue, lost or damaged materials including adjusting fines when warranted; collects fees for chargeable services and product; determines replacement costs for long



overdue material; creates bills and sends accounts to Collection Agency; orders supplies as required and signs for receipt of goods; produces reports of recoveries; balances cash; initiates purchase orders for servicing and tracks for payment.

*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 automated circulation system.
- Ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Ability to communicate in English, both verbally and in writing.
- Keyboarding skills, understanding of computer concepts and terminology, and experience with word processing software and file management systems.
- 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.
- Physical ability to:
  - move materials on carts.
  - stand for long periods of time.
  - stand on step stools and bending and reaching when shelving.
  - lift moderate to heavy weights e.g.30 to 50 pounds.
- Experience accurately creating and editing online records.

## **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:

---