



University System of Maryland Job Class Specification

TITLE: LIBRARY SERVICES TECHNICIAN
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC:25-4031

JOB CODE: N07LB1
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: LIB

APPROVED BY: Chancellor's Designee:
Joann Goedert, Associate Vice Chancellor

EFFECTIVE DATE: 10/23/2014

JOB SUMMARY

Under general supervision, performs assigned tasks within one or more library functional areas, such as user access services, collections and content management, research support, user education, digital initiatives, or other services and operations. Provides high quality customer service in support of the library's mission.

PRIMARY DUTIES

1. Utilizes library software and systems to retrieve and enter data, uses a variety of computing and productivity applications (e.g., email, word processing, databases, spreadsheets, content management, and web browsers) and performs assigned staff functions within the library management system.
2. Assists and educates both face-to-face and remote customers with varying levels of proficiency in the use of technologies and tools to create, seek, use, and manage information. Provides customers with information and guidance in finding and retrieving library information resources.
3. Applies knowledge of traditional and emerging practices for describing and organizing library information resources to ensure customers find the resources they need. Searches local and national databases. Identifies and resolves problems related to access and use of library information resources and services.
4. Assists with acquisition processes for new library information resources, verifies and corrects discrepancies, and monitors fund depletion.
5. Uses designated library systems, tools, standards, and processes to create, describe and organize a variety of library information resources.
6. Charges and renews books and other materials for customers using the library management system.
7. Performs data entry, financial transactions, billing information, and record keeping in automated and paper-based systems.
8. Applies knowledge of library collections and other accessible resources to fulfill customer needs. Answers inquiries regarding basic policies related to access and use of library collections and services.
9. Uses specified library methods and workflows to identify, acquire, and prepare new library information resources for use. Monitors for quality control in the processing of new library information resources.
10. Maintains local physical collections including such activities as sorting and shelving materials, preparing materials for commercial binding, routine identification and replacement of lost materials and shipping and receiving processes for library materials.
11. Assembles and compiles a variety of information and data for reports, studies and

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other purposes following prescribed methods. Examines and verifies statistical and other reports for completeness and accuracy of computations. Generates standard and recurring reports and notices.

12. Performs basic troubleshooting of technical problems and resolves or refers problems to others as appropriate.
13. Receives and resolves customer complaints, or makes referrals as necessary.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Two years of experience directly related to the primary duties of the position.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Working knowledge of the nature and function of libraries and terminology; of library services, practices and procedures, and quality customer service and teamwork. Skill in alphabetic and numeric filing; proficiency and adaptability in using common computing, productivity, and information discovery tools, and library software to input and retrieve information. Ability to effectively communicate orally and in writing; to establish and maintain effective working relationships with customers and staff; to work independently and exercise initiative in applying rules, procedures and instructions; skill in basic problem solving; ability to learn new and emerging library methods and skills; ability to learn and apply library policies and practices related to access and use of information resources; ability to perform minor troubleshooting on technology devices and software; ability to lift, transport, sort, and shelve library materials.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

N/A