



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### LIBRARY/MEDIA TECHNICIAN

A Classified Position

[Grade 17 – Salary Schedule 60](#)

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#### A. General Statement

This position involves library clerical work related to providing support to librarians and other staff in the delivery of College and countywide services, procedures and activities. Under direct supervision, the employee assists librarians in providing technical electronic and direct information to library patrons about policies, procedures, circulation services, online access, database resources, fees, returns and other information. Public contact is extensive and involves students, staff, the general public, vendors, other educational institutions, community, and business representatives to exchange information related to library access and resource availability. A moderate degree of independent judgment is required to select from alternate solutions to resolve a variety of minor problems that arise. Consequences of errors in judgment can be costly in public relations, employee and customer time. A Library/Media Technician can lead the work of volunteers and student assistants as assigned.

#### B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, staff, the general public, other educational institutions, vendors and other personnel regarding County wide and College library services, resources, billing, fees, returns, database accessibility and procedures
2. Refers library patrons to appropriate library staff, electronic, community and other resources for technical assistance as appropriate
3. Attends workshops, meetings and other events to obtain current information
4. Participates in library tours, orientation programs and other public relations activities
5. Performs routine and special inventory of library media and materials; catalogues media and materials; stocks and shelves books, periodicals, electronic and other media
6. Receives and organizes a variety of materials to be returned to library shelves, transferred to other sites, added to the collection, or discarded

7. Enters, modifies and retrieves information using a variety of computer software;
8. Sets up and maintains a variety of files, catalogues and other records of library resource materials to track inventory, availability, receipt, location, purchasing, community and other referrals, and other data as assigned
9. Uses a variety of computer software to compose and prepare routine correspondence, memoranda, publicity and other written materials
10. Performs other related duties as assigned

**C. Requirements**

1. Graduation from high school and completion of college courses in Library Science or a closely related field
2. Successful clerical experience of increasing responsibility that has included extensive public contact experience with people of diverse cultures, language groups and abilities
3. Skill in computer data entry, modification, and retrieval
4. Skill in the use of a variety of software applications to set-up and track statistical and other data
5. Skill in detailed record keeping
6. Demonstrated skills in oral and written communication
7. Demonstrated skill in working effectively as part of a high quality customer-service team

**OR**

An equivalent combination of education and experience

**D. Physical/Other Requirements**

This classification requires data comparison; visual comparison and acuity; manual dexterity; patience, analysis and interpretation of data; tact and sensitivity; flexibility; adaptability; multi-tasking; attention to detail; ability to give clear and concise instruction and direction; reaching overhead, pushing, pulling; and carrying items of moderate weight in order to perform the essential functions.

**E. Knowledge, Skills & Abilities**

1. Knowledge of the resources, technology, procedures, services and policies commonly applicable to academic or public library systems
2. Skill in using a variety of computer software to set up and maintain detailed records
3. Skill in respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Skill in oral communication, including giving clear and concise instructions
5. Skill in written communication
6. Ability to work effectively as part of a customer service team