

New

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Library Technician

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Library Technician (acquisition/cataloguing technician) requires strong technical knowledge of library collections, various systems of subject classification and cataloguing rules and procedures, as well as a full working knowledge of integrated library automation systems. Also requires strong knowledge of GoA acquisitions' policies and procedures, as well as shipping and receiving procedures. Position must have an understanding of other areas in the organization in order to acquire and catalogue free and purchased materials that are appropriate for the library. Communication is focused on the exchange of information.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Execute the management process for maintaining records and requests, and for supporting stakeholders (students, schools, and school authority information):

- Register new students.
- Update information for existing students, schools, and school authorities.
- Consult the database, PASI, to confirm student information and address any discrepancies.
- Consult PASI to confirm potential students who have graduated when schools do not submit updates.
- Deactivate and archive student, school, and school authority information when service is no longer required.
- Respond to inquiries from schools.

- Instruct schools on how to use PED, and the SSVI Catalogue (Sydney database)
- Manage overdue notices: via Sydney database, as well as communications to schools to address their overdue items.
- Generate and analyze a spreadsheet to identify potential graduates when their schools have not submitted updates.

Assist with managing the collection of digital and hard copy of the collection of alternate format resources and kits:

- Catalogue and submit catalogue records to Library and Archives Canada (LAC).
- Edit/update catalogue records and holding/inventory information.
- Catalogue items for the SSVI library collection.
- Generate call number labels.
- Prepare items for lending (apply/scan barcodes, call number and other library labels).
- Implement the project plan for the weeding/evergreening outdated, damaged, and underused titles.
- Archive records.
- Discard/recycle/move to surplus.
- Request that LAC remove SSVI records from Voila/OCLC WorldShare databases.
- Address waitlists and initiate recalls when necessary.

Coordinate and implement the full-cycle process to fill requests for all resources, including the digital steps, hardcopy paperwork, and shipping/receiving:

- Maintain and update process for the full-cycle process of fulfilling requests for resources from the field, including:
 - Using the library database, generate reports, to pull the needed items from the shelves and used as packing slips.
 - Conduct copy availability to identify titles that are unavailable or need to be duplicated and pass equipment requests onto the Equipment Technician.
- Prepare items for lending: pull, check out, and pack.
- Generate shipping labels.
- Take packed items to the mail room.
- Research and create a management plan for shipping dates for the beginning and end of the school year, and for Christmas and Spring/Easter breaks.
- Work with mail room for additional cages, storage, and release dates for summer packing.
- Work with the Library Coordinator, Supervisor, and Manager to create business continuity plans (ie: postal strike)

Coordinate and implement the full-cycle process for the return of items, and tracking of missing items/parts:

- Receive returned resources, kits, and equipment:
 - Check in, evaluate, and shelve items ready to be re-loaned.
 - Identify missing parts for kits and check out to "Kit Cleaning" or "Kit Problems".
 - Check out to "Repairs" or "Equipment Problems".
 - Clean/sanitize and seal kit parts.
- Maintain tracking process for missing parts or other items on loan that need to be returned/transferred when a student has changed schools or has graduated:
 - Contact schools and follow-up as required.
 - Maintain database/spreadsheet of the outstanding parts.
 - Provide schools with purchasing information.
 - Maintain inventory of kit replacement parts, replacement manuals, and cables for equipment.
- Analyze these processes to make recommendations for changes and improvements, both for efficiency and for stakeholder satisfaction.

Execute the process to request/fill Inter-Library Loan (ILL) requests

- Request through ILL items that registered Alberta stakeholders have requested.
- Prepare items for lending: pull, check out and pack.

- Generate shipping labels.
- Take packed items to the mail room.
- Work with Braille Services when braille/Corel files are provided instead of a physical copy.

Perform back-up work for Library Coordinator, Equipment Technician, Library Supervisor, and Braille Services, as needed:

- Generate monthly and quarterly stats (Library Services Supervisor).
- Assign additional levels of security (Library Coordinator).
- Pull, check out, and pack equipment (Equipment Technician).
- Respond to emails in the edc.ssvi shared mailbox (Library Coordinator).
- Repair/replace book spines (Braille Services)
- Develop Stereocopy pages and volumes (Braille Services)

Problem Solving

Typical problems solved:

- dealing with stakeholder support, management, and communications
- solving both library technical and technology issues that arise for both internal and external stakeholders
- fulfilling requests for braille/alternate format resources, as well as assistive technology devices, following efficient processes for fulfillment, returns, repairs, etc.

Types of guidance available for problem solving:

- Position works independently within existing standards, policies, and department procedures to acquire, catalogue, ship, and return materials from and to the library collection.
- Ability to time-manage for both computer/library based tasks, as well as warehouse tasks involving shipping and receiving.
- Assistance is readily available, with support from colleagues, direct library supervisor, as well as the manager, SSVI.

Direct or indirect impacts of decisions:

Ensuring the timely fulfillment and availability of Braille/alternate format resources, as well as assistive devices for the success of Alberta students.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Relationships:

- Library Services Supervisor
- SSVI Manager
- Library Technician
- Equipment Technician
- Braille Services Team

External Stakeholders:

- School Authorities
- Teachers of Visually Impaired (TVIs)
- Sydney Database Provider (Lucidea)

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Library Technician program

Job-specific experience, technical competencies, certification and/or training:

- **2 Year Diploma from a recognized Library Technician program**
- **Minimum 2 years of experience in diverse library work.**

Equivalency: directly related experience or education considered based on 1 year of experience to 1 year of education.

Considerable knowledge, understanding of, and experience with:

- Library databases
- Library processes
- Library of Congress classification and subject headings
- Automated library systems
- Voila (LAC Union Catalogue)
- Descriptive cataloguing: AACR2 (Anglo, American Cataloguing Rules, 2nd ed., 2002 revision); RDA
- MARC Code (Machine Readable Cataloguing)
- Inter-Library Loan (ILL) Protocols
- Shipping and receiving
- Canada Post and courier shipping methods
- Microsoft Word, Excel, Outlook, Teams, and SharePoint/SPO

Skills and Competencies:

- Able to lift heavy items (boxes up to 35 pounds).
- Able to work safely in a warehouse environment.
- Ability to work independently, or as part of a team.
- Strong client service, writing, communication, and presentation skills.
- Strong keyboarding and organizational skills.
- Precision and attention to detail.
- Flexible and adaptable.

note: Currently this role is not available for the hybrid working arrangement.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	<ul style="list-style-type: none"> - works with team members, supervisor, and manager for process evaluation and improvements to ensure stakeholder satisfaction - deals with a variety of external stakeholder questions and concerns, providing helpful, professional support to stakeholders
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for 	<ul style="list-style-type: none"> - is able to manage multiple projects and tasks with competing deadlines - listens to feedback and contributes ideas to improve both internal and external processes

		improving processes, and adapts existing practice to address problems	
Drive for Results	● ○ ○ ○ ○	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	<ul style="list-style-type: none"> - self-motivated to provide efficient and comprehensive service to internal and external stakeholders - sets goals and work priorities to successfully serve external stakeholders
Develop Self and Others	● ○ ○ ○ ○	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	<ul style="list-style-type: none"> - actively reflects on performance to identify learning opportunities - takes initiative to stay current on technical library skills, while also improving understanding of the production of Braille resources