CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Technical Services Specialist** **UNION:1937**
SG:106
CLASS TITLE: **Library Specialist 1** **CS:N**
FLSA:Y
DEPARTMENT: **Library** **EEO4CODE:PP**
ENTRY/PROMOTIONAL

JOB SUMMARY:

Responsible for ordering, receiving and invoicing all library materials. Maintains the records of all acquisitions monies. Responsible for cataloging library materials and maintaining accurate bibliographic and holdings records including cataloging completed in house and by outside vendors. Handles purchase suggestions and interlibrary loan requests from the public. Performs some collection review and resource sharing functions. Provides public service duties including circulation and readers' advisory services.

SUPERVISORY RELATIONSHIP:

Reports to the Head of Technical Services. Consults with librarians and technical services staff as appropriate. Works independently under general supervision and the guidance of City and departmental policies and procedures. Provides daily direction to support staff and volunteers, as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Orders library materials based on selections from librarians; verifies bibliographic data; locates sources and/or determines the most appropriate online vendors following established criteria.

2. Submits orders in a variety of formats using an automated acquisition system; orders items not available from primary online vendors via email, online, or by phone; downloads records from various web resources and/or creates order records in the integrated library system.

3. Batch processes incoming MARC (Machine Readable Cataloging) records from OCLC (Online Computer Library Center) and other vendors.

4. Physically processes incoming orders and approves vendor invoices; communicates with vendors to determine availability and to resolve issues with orders.

5. Monitors all acquisitions fund allocations including the library gift fund; creates and maintains acquisitions reports as needed.

6. Reviews weekly report for purchase of additional copies of materials to fulfill public demand.

7. Responds to patron purchase suggestions and interlibrary loan requests following established criteria; selects titles for the system and orders copies or places an interlibrary loan request.

8. Catalogs library materials in a variety of formats that are not cataloged by an outside vendor; creates and edits bibliographic and item records for the library's automated system (Horizon)

and for OCLC; adds subject headings, series and character information to optimize discoverability within the library catalog; assigns call numbers; revises bibliographic and holdings records to maintain cataloging consistency and to comply with local practice.

9. Processes withdrawn materials and updates or deletes holdings and bibliographic records from local and online databases.

10. Produces hold and status reports; reconciles inconsistencies and makes corrections as needed.

11. Processes library materials routed for review based on condition, age or status. Follows established criteria to reorder, repair, withdraw or route to the selector;

12. Performs public service desk duties such as checking library materials in and out; processing library card applications; handling overdue accounts and questions; collecting fines and handling cash; receiving and responding to phone and onsite queries; explaining and applying circulation policies.

ADDITIONAL WORK PERFORMED:

1. May produce informational and statistical reports.

2. Performs backup duties in the absence of technical or public services staff.

3. May provide daily direction, including scheduling and distributing work, to support staff and volunteers.

4. May provide acquisitions and cataloging training to other staff.

5. May perform cash management and payroll duties.

6. Sorts daily mail delivery.

7. Performs special projects as assigned.

8. Performs other duties of a similar nature or level and any duties within the Library Specialist 1 or lower classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Integrated automated library systems.
- Bellingham Public Library collections.
- Library's policies, procedures, and practices.
- Current trends and best practices in library materials acquisitions.
- Basic math and bookkeeping principles and practices.
- Genres, formats and reading levels.
- Current trends and best practices in cataloging.

Skills:
- In producing letters, accounting records and reports.
- Interpersonal sensitivity sufficient to recognize the special needs and concerns of library patrons.

- In oral and written communications allowing for effective interactions with co-workers, vendors and library patrons using courtesy, tact, and good judgment.

Ability to:

- Keep current documentation on acquisitions and cataloging procedures.
- Perform copy cataloging.
- Proficiently use the Bellingham Public Library online catalog, OCLC (Online Computer Library Center) database, other bibliographical tools, and Internet search engines.
- Follow procedures and adhere to established standards for cataloging.
- Detect print and database errors and make appropriate corrections.
- Plan and organize workload effectively, with accuracy and attention to detail.
- Work independently, set priorities, devise effective work methods and follow general library protocols and procedures.
- Perform complex duties with little or no direction.
- Be flexible and work with frequent interruptions.
- Perform high volume of work with accuracy and attention to detail.
- Interact with patrons, co-workers, and others using courtesy, tact, and good judgment.
- Enthusiastically adapt to changing priorities and technologies.
- Remain calm and effective when dealing with disruptive behavior.
- Use a computer for data entry and information retrieval.
- Operate standard library and office equipment.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including but not limited to:
    - Lift and carry library materials weighing up to 20 lbs., often in a confined space;
    - Push a loaded book truck;
    - Reach shelves up to five feet high and at floor level;
    - Manual dexterity sufficient to operate standard library and office equipment;
    - Visual acuity sufficient to read a computer screen or typewritten page;
    - Ability to stand for long periods of time performing public service duties.

WORKING ENVIRONMENT:

Most work is performed indoors in a three-story, environmentally controlled building interacting with co-workers and the general public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. The work station may be shared with other staff. Frequent walking, lifting and carrying required. The employee is required to use their hands to open packages and boxes. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of post-secondary course work preferably in library science or library technology with course work in cataloging preferred, or any equivalent combination of education and/or experience.
- AA degree in library technology or liberal arts preferred.

- Experience using an automated acquisitions and cataloging system preferred.
- Cataloging experience preferred, especially in multiple formats.
- Experience working with the public preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be willing to work various shifts depending upon the needs of the library, including evenings, weekends and holidays.

PREPARED BY: Library Support Class Study Task Force 6/2007

REVIEWED BY: _____ Pam Kiesner, Library Director

REVISED BY: Sheplor & Kiesner 12/2014 & 2/2015

REF: LIAcquisitionsTech.jd.doc