Job Description

PimaCommunityCollege

Position Title: Library Technical Services Specialist

Job Family: Instructional Support   Job Level: Professional - Intermediate

FLSA Status: Non-Exempt   Salary Grade: 03

Position Summary:

The Library Technical Service Specialist provides student, faculty, and staff access to requested materials. The Library Technical Service Specialist serves as lead in ordering physical items, creating and maintaining catalog records to current industry standards for material in all formats. The Library Technical Service Specialist Provides circulation activity, interlibrary loan services, and customer service to students, faculty and staff. The Library Technical Service Specialist collects and compiles various statistical reports

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Creates, edits, and updates records for material in all formats within the Integrated Library System (ILS). Imports records from external vendors and maintains confidential records in accordance with industry and college standards.

2. Orders and manages the receipt of new physical library items. This includes working with campus library selectors; verifying items availability on multiple ordering platforms; applying campus-specific requirements; performing quality control checks; and editing records as needed.

3. Inspects new incoming library materials. Verifies receipt against invoices. Imports and processes electronic invoices or enters invoices manually. Catalogs new library acquisitions for ILS in accordance with Library of Congress, AARC2, RDA and local standards.

4. Manages and coordinates all campus interlibrary loan requests. Process interlibrary loan requests using multiple vendor programs. Coordinates with staff regarding loaned materials and resolves related issues. Maintaining the activity and processes of interlibrary loan item(s).

5. Performs circulation activities for library patrons. Prints and mails circulation notices for patrons without email access. Provides general assistance to library patrons in online/phone formats.

6. Monitors campus library subscriptions and physical items, including reconciling, discrepancies, and working within various library platforms in accordance with college and library policies.

7. Manages authority records from vendor, verifies duplication within (ILS) and uploads errors to vendor.

8. Assists and compiles data in the preparation of library statistical reports.

9. Suggests and creates procedures and processes for efficient workflow within all areas of the library.

10. Demonstrates and applies knowledge of national and international standards in library service provision.

11. Utilizes and take responsibility for proficiency with library software, programs, and other technology essential to the role.

12. Maintains effective interpersonal communication in interactions with coworkers, supervisors, and the general public.

13. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in budget/resource management

2. Skill in coordinating and monitoring the work of others

3. Skill in effective communication (both written and oral)

4. Skill in positive, productive, and flexible customer service

5. Skill in project management principles, processes, and techniques

6. Ability to apply effective and accurate data entry and typing skills

7. Ability to develop and maintain effective and positive working relationships

Supervision:

- Provides lead work, advises and/or guides students or temporary workers. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Associate's degree or technical training is required
- One (1) to three (3) years of library related experience is required.
- Three (3) to five (5) years of library related experience is preferred.

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required