

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 001160
Grade: 13
FLSA: Non-Exempt**

LIBRARY TECHNICIAN

DEFINITION OF CLASS:

This is specialized technical and clerical work in support of acquisition, cataloging or preparation (processing) of library materials for the Montgomery County Public Libraries (MCPL) as well as Inter Library Loan.

MAJOR DUTIES:

An employee in this class performs specified assignments in support of a system-wide MCPL function (such as acquisitions or processing of new materials) or service (such as Inter Library Loan).

EXAMPLES OF DUTIES: (Illustrative Only)

Acquisitions

- Phones-in or faxes orders for new materials from small vendors; may need to check vendor availability of titles under consideration for order.
- Modifies acquisitions order records, as appropriate.
- Tracks, checks, counts, and puts information into the Integrated Library System (ILS) about incoming orders.
- Resolves problems/discrepancies with shipments received, such as incomplete or duplicate shipments.
- Performs related duties.

Cataloging and Processing

- Checks bibliographic information in the ILS to ensure such items as author, title and call number are correct before applying labels, barcodes, spine labels, genre labels, and target security labels.
- Enters information into the ILS, such as location and price.
- Maintains individual work logs.
- Edits/modifies bibliographic records directly into the ILS.
- Prepares new materials for inclusion in the circulating and reference collections, such as covering books, applying labels, reviewing, and correcting processing provided by vendors, as needed, updating bibliographic records, checking catalog, and vendor labeling/processing to ensure conformance to MCPL standards, and other related tasks.
- Maintains inventory of processing supplies, including labels, book jackets, and media cases, for the unit and distribution to branches; works with library business office and vendors to replenish supply stocks.
- Records productivity statistics and compiling statistics on an excel spreadsheet.
- Verifies orders by checking materials for damage and ensuring the number of materials received is the same as the number ordered.
- Maintains records of orders from vendors for future reference; copies receipts for records.
- Participates in monthly meetings and/or training within the unit and/or entire staff of the Collections Management Unit.
- Trains staff members in labelling duties; answers questions on how to label and make bibliographic entries for new materials.
- Performs related duties as required.

Inter Library Loan (ILL)

- Analyzes ILL requests from MCPL patrons to ensure needed/correct bibliographic data (following up with customer, as appropriate).
- Peruses databases, such as Online Computer Library Catalog (OCLC), Marina, WorldCat, WorldShare (WS) databases, and Amazon and Google as necessary, to locate materials and identify lending policies and fees, and follows-through to completion.
- Requests/handles system requests; updates and edits a variety of items, including customer records and records of library materials within the appropriate systems.
- Receives and returns materials, including unloading bins, checking items for accuracy and damages, processing, distributing, packaging, etc.
- Engages with customers over the phone or by email for clarification of requests or notification of issues, changes, and updates.
- Maintains work logs, including an OCLC receiving log, OCLC return log, and Sub work log. Performs related duties as required.

SUPERVISORY CONTROLS:

The supervisor assigns the duties and provides general instructions for performing the work, which must adhere to established functional policies, procedures, and guidelines. Employees independently carry out assignments, making routine day-to-day decisions. Typically, work is not reviewed in process or on a daily basis. Instead, production is reviewed through logs and completed work is typically spot-checked for technical soundness and conformance to policies and procedures.

SUPERVISION EXERCISED: Employees in this classification do not supervise other positions.

GUIDELINES:

Specific guides, policies or procedures covering the work are available; the employee is to select and apply the right guideline and refer problems and unfamiliar situations not covered by guidelines to the supervisor for interpretation, clarification, or decision.

COMPLEXITY:

The complexity of this class of work is marked by a need to verify information and decide when it is appropriate to edit and/or correct records, and to select the correct bibliographic source or data, as well as handling lost or damaged materials. The work requires using an automated bibliographic system to facilitate work completion as well as the library's integrated library system database.

SCOPE AND EFFECT:

The impact of properly performed work has a direct bearing on the accuracy and timeliness of data and materials entered into the integrated library system database and the availability of these items to libraries for their patrons.

CONTACTS:

Contacts are with co-workers (employees and contractors) performing related functions, vendors regarding order fulfillment and others to exchange routine and some non-routine information.

PUBLIC SERVICE /ASSISTANCE:

Very limited direct service/assistance to the public is required of this class, but an individual position (as in Inter Library Loan) may provide notable public service/assistance.

HAZARDS:

Work is performed in a warehouse retrofitted with an open office environment. There may be fumes of ink and plastic in new books and processing supplies, but they present no significant hazards to employees.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or high school certificate of completion recognized in the State of Maryland.

Experience: Two (2) years responsible experience in library support work.

Substitution: N/A

Equivalency: An equivalent combination of education and experience may be substituted.

Knowledge, Skills, and Abilities:***Advanced Knowledge of:***

- Knowledge of established guidelines used in daily work, including but not limited to key parts of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards and general MCPL policies and procedures as applicable to regularly recurring work, to perform such daily tasks as explaining and applying circulation policies and procedures accurately and consistently, and to make day-to-day decisions based on experience, judgment and established policies and procedures.
- Knowledge of (or ability to rapidly acquire knowledge of) applicable modules/functions of the ILS as applicable to specific assignments: Knowledge of manual processing functions for preparing new materials for the libraries of MCPL and some knowledge of Online Computer Library Center (OCLC) bibliographic standards and MCPL cataloging practices to perform limited cataloging functions.
- Knowledge of Inter Library Loan (ILL) requirements, MCPL ILL policies and key ILL electronic databases as well as good skill in written communication to perform ILL support work for MCPL.
- Knowledge of acquisition tasks, including receiving and ordering, authorizing payments and handling problem/discrepancies with shipments.

Skill In:

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in attention to detail to verify data (including bibliographic data) and compare records; in selecting and applying the appropriate policies and procedures to properly process materials; in making elementary arithmetic computations; and in following through with vendors, customers and others concerning discrepant or incomplete information.
- Skill in English written communication to understand written information (including facts, assertions, and arguments), and to express information in writing so that others will understand. This includes skill in reading policies and procedures applying to assignments.
- Skill in English oral communication to understand verbal information (including facts, assertions, and arguments) and to express such information verbally so that others will understand.
- Interpersonal skills to interact with personal contacts in a customer service-oriented, businesslike manner.
- Skill in using a computer, software, and peripherals for various tasks.

Ability to:

- Ability to meet the physical demands of the job.

Licenses, Registrations, Certifications, or Special Requirements:

Staff may be required to work evenings and weekends.

Work Environment:

Work is performed in a warehouse retrofitted with an open office environment. There may be fumes of ink and plastic in new books and processing supplies, but they present no significant hazards to employees. Work involves regularly recurring light physical effort that typically results in some fatigue, such as operating computer terminals or other keyboard devices where speed and accuracy are required for extended periods of time, and the recurring lifting of library materials and pushing book trucks.

Physical Demands:

Ability to perform light physical effort, such as keyboarding for long periods and lifting, carrying and/or moving of books and other library materials weighing 20 pounds, regularly, ability to move carts and tubs weighing in excess of 100 pounds. Ability to transfer items from ankle or above head height to carts. Ability to bend and remove items at ankle height in less than 3 feet of space. Ability to reach above head height and remove items.

PROBATIONARY PERIOD:

Individuals newly appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Medical History Review

PROMOTION POTENTIAL: There is no pre-defined vertical career ladder beyond the Library Technician class.

CLASS SPECIFICATION HISTORY:

Class Established: October 1964

Revised October 1972

September 1976

June 1984

Classification Study: April 1992 (M)

May 2011 (M)

August 2013

October 2014

March 2023 (M)

Formerly Titled: "Acquisitions Aide"