**Library Technician 2**

**Please see Special Instructions for more details.**

Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. Posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions. Typically, the starting salary is at the lower end of the salary range. For additional information please contact: Rachel Ziegler at rachel.ziegler@oregonstate.edu OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

**Position Details**

|  |  |  |
| --- | --- | --- |
| Position Information | | |
| **Department** | | Library (DLB) |
| **Classification Title** | | Library Technician 2 |
| **Job Title** | | Library Technician 2 |
| **Appointment Type** | | Classified Staff |
| **Job Location** | | Corvallis |
| **Position Appointment Percent** | | 100 |
| **Appointment Basis** | | 12 |
| **Pay Method** | | Salary |
| **Min Salary** | | $2526 |
| **Max Salary** | | $3696 |
| **Employment Category** | | Regular |
| **Position Summary** | | This recruitment will be used to fill one full-time Library Technician 2 position for the Library at Oregon State University (OSU).  The LIBRARY TECHNICIAN 2 uses thorough general knowledge of established library procedures to provide a wide variety of public and technical services in support of an operational unit or section of a university library. Employees in this class may oversee the work of lower level employees, students, and volunteers.  As an area within Oregon State University, The Oregon State University Libraries provides collections and services that support and enhance the University’s instructional, research and public services programs. The Libraries include a collection of over 1.7 million volumes and subscriptions to nearly 10,000 periodicals in print and electronic formats.  The purpose of this position is to provide support for the Library Experience and Access Department which includes circulation and course reserves, information and reference service, photocopy, building and space coordination, and the learning commons.  Library Technicians are scheduled for consistent shifts across a 24 hour schedule during fall, winter and spring terms. Shifts are typically 9 hours with an hour lunch built in and are designated as days (usually ranging between 7am and 7pm), swing (usually ranging between noon and midnight) and late (usually ranging between 5pm and 7am). Our department is also open 7 days a week so shifts may be Sunday through Thursday, Monday-Friday, Tuesday through Saturday, or Thursday through Monday. Hours change during summer and intersession and occasionally due to a need to provide circulation desk staffing to accommodate staff absences. |
| **Position Duties** | | 50% Circulation Services: Communication: Communicates effectively, courteously and tactfully, providing accurate information to patrons and coworkers. To promote an inclusive environment at the Circulation Desk, strive for equitable interactions with all library users and respond with professional integrity and tact to inappropriate or derogatory expressions.  This endeavor extends to the treatment of the department’s student employees by those we serve. Respond to and resolve questions, complaints and problems, including fines and lost book questions.  Refers to supervisor when appropriate.  Refer library questions not related to circulation to appropriate service point. Automated Systems: Using library automated circulation system Alma create and update library patron accounts, check-in and check-out library materials, book materials, place traces on lost and missing items, place holds and recalls for library materials, barcode or create temporary item records, and make exceptions to policies as necessary. Keeps up-to date with upgrades and changes to Alma. Uses ILLiad to check out interlibrary loan materials. Uses scheduling system to reserve and lend study room keys.  Student mentoring: Provides direction and instruction to student assistants working at the Circulation Desk. Makes calls to students not showing up for duty, finding substitutes and handling work related problems. Informs student managers of student absences and hours needing coverage.  Circulation Desk Responsibilities: Answer, forward and respond to messages on the circulation desk phone. Provide access to loanable library technology including laptops and provide basic troubleshooting assistance with this loanable technology. Script and update laptops as needed to ensure a high level of patron privacy and security. Response, delegation and maintenance of circulation e-mail correspondence. Handle and record cash transactions for library card purchase. Assist library users with copier problems, self-check, study room or locker access or building problems i.e. security, noise, alarms.  Empty and process material return chutes frequently. Backup circulation desk essential duties when regularly scheduled staff are absent. Record, process and retrieve patron lost and found materials. Re-shelf and shelf-read circulation library materials. Check-in backup during evening and weekend shifts including appropriate sorting for re-shelving and routing for repair or cataloging. Safety and Security: Is familiar with OSU Libraries safety and security policies and procedures.  Reports safety and security issues or contacts OSU security in case of emergency.  Reports building maintenance issues to building manager or facility services after 5:00 pm and on weekends.  Opening and Closing the Building: During intersessions and summer schedule, may be responsible for opening or closing the building. Prepare Circulation for daily operation on time.  Responsible for smooth operation of Circulation desk including early evening and weekend hrs. Check w/ other library service desks to determine if there are problems or special circumstances which need to be addressed. Clear and close building performing security checks of doors and floors.  20% – Circulating equipment coordination: Track hourly equipment inventory including damaged, missing, and lost items. Oversee materials inventory and manual overdue notice processes and update as needed.  Troubleshoot hourly equipment problems.  Repair and replace broken and lost hourly equipment as needed. Be aware of equity issues surrounding student access to technology and so work to ensure there is equal and fair access to loanable library technology for all OSU users. Determine patron needs for new or different equipment.  As needed, consult with Circulation’s supplies coordinator and/or the library’s sustainability committee to ensure maintenance and replacements of hourly equipment can be adapted to take advantage of sustainable methods and materials.  10% – Laptop Program Backup Coordinator: Assists the coordinator with laptop duties including: Evaluate laptops returned with damage or errors for re-imaging or repair.  Coordinate maintenance and repair of laptops with Computer Help and ETS staff.  Troubleshoot basic and moderate laptop problems. Create Dell service requests for repair of Dell laptops. Track laptop STOP security plates and be the contact for Security Tracking of Office Property.  Coordinate laptop program policies and services with IS Campus Labs.  5% LEAD Departmental Duties: As a member of LEAD, time will be spent in unit, departmental and library-wide meetings, contributing to discussions and decision making. LEAD staff members are expected to demonstrate professional behavior, model good work habits for others, stay on task, maintain an orderly work area, maintain an accurate Outlook calendar and respond to communication in multiple formats within a reasonable time frame.  Special Projects including collaborative work in a variety of library departments, units and committees.  5% – Damaged Items and Missing Pieces: Coordinate patron communication around damaged items and items with missing parts. Arrange for binding and repair of damaged items and determine charges for damaged library materials  5% – Departmental Web Edits: Tracks web page problems, follows up with Emerging Technology Services Department, and makes sure information is reported to unit head as needed.  5% – Backups: In the absence of the locker coordinator checks and maintains lockers in good repair, replaces locker keys and locks as needed.  Maintains holds and communicates with library customers regarding locker services. Receives and accounts for library customers’ personal belongings left in lockers and checks lockers for appropriate use at least once a term.  In the absence of the wiki coordinator maintains the LEAD departmental and circulation unit wiki(s). Verifies that content is accessible and current. Assists co-workers with maintaining procedure pages. |
| **Minimum Qualifications** | | 2 years of current library experience (within five years) OR Associates degree (or equivalent 72 quarter hours or 48 semester hours), and 1 year of current experience; OR An equivalent combination of current library experience, training and/or education in related fields. AND, proficiency in multiple library specific computer applications, e.g., integrated library systems, database applications, institutional repository; content management systems. |
| **Additional Required Qualifications** | | Demonstrated ability to provide outstanding customer service in a busy environment.  Effective interpersonal, oral and written communication skills.  Energy to handle a high level of physical activity related to tasks in a fast-paced library circulation desk.  The incumbent of this position will often be required to lift or carry up to 50 lbs and push up to 100 lbs.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the Criminal History Check Requirement. |
| **Preferred (Special) Qualifications** | | The ability to work well with a diverse group of patrons, other staff and faculty members and function well in a busy environment with many interruptions.  Comfortable with working with and troubleshooting technology.  Demonstrable commitment to promoting and enhancing diversity. |
| **Working Conditions / Work Schedule** | | Regular hours during fall, winter and spring terms are Sunday through Thursday, 3pm-12am (swing shift). Hours change during summer and intersession and occasionally due to a need to provide circulation desk staffing to accommodate staff absences. |
| **This position is deemed essential and the incumbent may be expected to report to work during inclement weather, emergency and other University work curtailments or closures.** | | No |
| **This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.** | | No |
| Posting Detail Information | | |
| **Posting Number** | P01674CT | |
| **Number of Vacancies** | 1 | |
| **Anticipated Appointment Begin Date** | 09/10/2018 | |
| **Anticipated Appointment End Date** |  | |
| **Posting Date** | 07/23/2018 | |
| **Full Consideration Date** |  | |
| **Closing Date** | 08/08/2018 | |
| **Indicate how you intend to recruit for this search** | Competitive / External - open to ALL qualified applicants | |
| **Special Instructions to Applicants** | Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. Posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions.  Typically, the starting salary is at the lower end of the salary range.  For additional information please contact: Rachel Ziegler at rachel.ziegler@oregonstate.edu  OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement. | |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

**Documents Needed to Apply**

**Required Documents**

**Optional Documents**