

LIBRARY AUTOMATION SPECIALIST

Tompkins County

Classification: Competitive

Labor Grade: 0

Approved: 0

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree in computer science, computer information systems, electrical technologies or a closely related field **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience working with a variety of microcomputer hardware and software. **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience working with a variety of microcomputer hardware and software. **OR**

(c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for supporting school library technology. An employee in this class will facilitate interlibrary loans among member school libraries by utilizing local, regional and worldwide databases and maintain interlibrary loan statistics for regional and state reports. The Library Automation Specialist will assist with other School Library System activities such as maintaining library listservs, maintaining the school library system web site, performing bulk mailings, preparing for meetings and workshops and backing up the library automation system administrator as necessary. The incumbent will perform user support and help desk duties such as: answering questions, logging problems, diagnosing/troubleshooting of computer problems related to the library automation system, general software installation, library automation software installation, peripheral hardware installation and troubleshooting and user training. Questions and problems that can not be resolved are referred to the appropriate specialist. The incumbent works under the administrative direction of the Director of School Improvement Services and the direct supervision of the Coordinator of the School Library System. Some leeway is allowed for the exercise of independent judgment. Supervision of others is generally not a responsibility of an employee in this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Facilitates interlibrary loan among member school libraries utilizing local, regional and worldwide databases;
- Maintains interlibrary loan statistics for regional and state reports;
- Assists with the maintenance of the library's listservs and web site;
- Performs bulk mailings;
- Prepares materials for meetings and workshops;
- Serves as help desk support and user support;
- Receives and logs problems related to the library automation service and online database service;
- Provides first-line diagnosing/troubleshooting of computer hardware and software;
- Provides training to library customers in the use of the library automation system and online resources;
- Serves as a back-up to the library automation system administrator;
- Converts bibliographic catalog records utilizing related library software and performs data entry to the library automation system;
- Assists in the maintenance of a regional periodicals database;
- Provides library and/or technology staff assistance with access and password problems related to online resources;
- Refers questions and problems that can not be solved to an appropriate specialist

- Maintains a database related to the purchase of online resources;
- Prepares statistical reports as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of microcomputer hardware and software and the networked environment;
- Good technical knowledge of microcomputer hardware;
- Good technical knowledge of computer peripherals including printers;
- Good technical knowledge of micro-computer telecommunications systems;
- Good technical of micro-computer operating systems, including DOS, Windows, Macintosh, Windows NT, etc;
- Good technical knowledge of software applications, including word-processing, database, spreadsheet, electronic mail, multimedia, graphics and networking software;
- Excellent interpersonal, oral and written communication skills;
- Ability to establish rapport, form and maintain effective working relationships with librarians, library staff and patrons;
- Ability to respond tactfully to problems and requests while working under pressure;
- Ability to troubleshoot and repair minor technical problems or refer to the appropriate technical staff;
- Ability to learn software maintenance tasks related to a networked automated library system;
- Ability to work independently, efficiently and effectively;
- Ability to perform detailed work accurately and maintain a high level of productivity;
- Ability to communicate technical information to others both orally and in writing;
- Ability to analyze and solve problems relating to computer operations;
- Versatility, reliability, tact and good judgment required;
- The employee's physical condition shall be commensurate with the demands of the position.
- Familiarity with MARC records (standardized bibliographic library records).