

SENIOR LIBRARY EQUIPMENT ASSISTANT

JOB DESCRIPTION

Classification Responsibilities: A Senior Library Equipment Assistant is responsible for assisting patrons and library staff in using various library equipment and electronic information resources, and provides preventative maintenance and minor/routine repair of equipment. Duties include: training staff in the operation of new equipment and software; giving patrons basic instructions on the use of the on-line catalog; assisting with downloading problems; maintaining copy machines (examples: adding paper and toner, removing paper jams, etc.) microform, computers, and printers. Other duties include: collecting, counting, and depositing monies from the Pay for Print and copy machines; maintaining the library equipment database; working with vendors on equipment service and maintenance; ordering supplies; investigating and resolving discrepancies of materials and supplies ordered; assisting with editing the library's webpage; compiling statistics; creating and running reports; and scheduling to ensure adequate equipment repair and maintenance coverage for the main and branch libraries. Duties may require evening and weekend work. This class performs related duties as required.

Distinguishing Features: This class is distinguished from the Library Equipment Assistant class by the greater degree of independence in handling day-to-day decisions, and performing lead worker responsibilities as directed by the immediate supervisor. This class is supervised by a Library Technology Coordinator who reviews work through conferences, reports, and results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to an Associate of Arts degree in computer information systems or related field. Good (1 - 3 years) experience in the operation and maintenance of office-related equipment, including some experience with computer software and/or electronic information resources.

Special Requirements. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual skills: ability to speak, translate, and write English and Spanish is highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, and vendors in order to assist patrons and staff in using library equipment and electronic information resources, and arrange to

get equipment repaired. Instructs and/or trains coworkers and patrons in the use of equipment and electronic information resources and accessing the on-line catalog. Prepares quarterly reports and incident reports for out-of-service equipment in order to inform the supervisor of concerns and recommendations, and track equipment problems.

Manual/Physical: Inspects and monitors microform equipment, photocopiers, and computer workstations to determine compliance with prescribed operating standards and equipment manuals. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to branch libraries to perform equipment maintenance duties. Uses common hand tools to perform minor or routine maintenance on equipment. Operates a variety of standard office equipment to assist patrons and staff, and to maintain equipment. Enters data or information into a personal computer (PC) in order to compile statistics and assist patrons. Prepares and/or updates schedules to schedule staff (**by assignment**). Installs and/or replaces ribbons, bulbs, toner, paper, silicon oil, and ink jet cartridges to maintain printers, photocopiers, and microform equipment. Moves PCs, monitors, and projectors weighing up to 30 pounds to relocate equipment. Cleans work area and/or equipment (examples: keyboards, monitors, photocopiers, mice, microform equipment). Works with toner and alcohol using normal, routine, protective equipment to maintain equipment. Moves around public areas for extended periods of time to assist patrons and staff with equipment or electronic information resources.

Mental: Directs and assists the activities of part-time employees assigned to Technical Support Services to provide coverage for library facilities (**by assignment**). Prioritizes and assigns work to personnel and prioritizes own work (problems with equipment, ordering supplies). Resolves operational problems with equipment by troubleshooting problems (examples: reading manual, describing problems to technician, training). Performs statistical computations. Provides input relating to equipment supplies for the Technical Support Service budget. Comprehends and makes inferences from equipment manuals to operate and maintain equipment and software. Learns job-related material regarding DYNIX, electronic information resources, equipment, DOS commands, and Windows environment.

Knowledge/Skill/Abilities:

Knowledge of:

library procedures, policies, materials, and equipment;
PC software such as DOS commands, Windows NT, Internet and DYNIX; and
public relations techniques and methods.

Skill in the use and maintenance of library equipment.

Ability to:

exercise tact, patience, diplomacy, and courtesy when dealing with patrons and staff;
independently carry out routine day-to-day activities within established guidelines and procedures; and
establish and maintain effective working relationships with other employees and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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