

LIBRARY TECHNICIAN III

Recruitment #2012-2647DC-001

List Type	Original
Requesting Department	LIBRARY
Open Date	2/15/2021 2:00:00 PM
Filing Deadline	3/12/2021 11:59:00 PM
HR Analyst	Marti Cargile

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

The Milwaukee Public Library offers a dynamic, innovative work environment where each employee contributes to making the Library the best Third Place possible. Inspiration starts here – we help people read, learn, and connect! The Central Library serves both Milwaukee County (population 951,000) and State of Wisconsin (population 5.7 million) residents, consists of 1.6 million items processed, and is housed in a historic 457,000 square foot building.



PURPOSE

The Library Technician III is responsible for assigning work and controlling workflow relative to the acquisition of library materials.

ESSENTIAL FUNCTIONS

ACQUISITIONS ORDERING, PROCESSING, AND PAYMENT MANAGEMENT:

- Conduct records management related to acquisitions and selection, including running lists and reports as directed by the Acquisitions and Serials (ACQ/SER) Librarian Technician IV and Unit Manager.
- Import electronic invoices, organize invoice groups, and make payments for materials in both the Sierra database and the City's Financial Management Information System (FMIS).
- In the absence of the Library Technician IV, organize and direct invoice grouping, voucher entry, and organization of materials invoices for City payments, and manage related recordkeeping.
- Resolve problem orders and deal with vendors' statements and credit.
- Communicate with vendors regarding damaged materials received and ensure timely resolution of problems related to orders.
- Manage order cancellations, including running vendor reports, facilitating Sierra database orders and bibliographic record updates, and creating cancellation reports to facilitate selection work.

- Manage the technical aspects of gift materials acquisition, including compiling lists for selection, creating order records, and facilitating the processing of approved gift materials.

LEAD WORKER RESPONSIBILITIES:

- Serve as team leader for ACQ/SER Library Technician IIs by assigning clerical work, developing workflow patterns, and recommending ways to streamline work.
- Train new and current staff on Acquisitions responsibilities and procedures.
- Oversee internal bindery and pre-processing functions performed by the ACQ/SER unit.
- Troubleshoot issues and questions that arise in the unit's everyday acquisition activities and advise Library Technician IIs on appropriate problem solving methods to apply to daily work.
- Regularly provide input into Library Technician IIs' probationary and annual staff reviews with the Library Technician IV.
- Review, write, update, and share Acquisitions work procedures with collaboration from Library Technician IIs and in consultation with the Library Technician IV and Management Librarian.

ACQUISITIONS AND SERIALS (ACQ/SER) UNIT SUPPORT:

- Maintain statistics related to acquisitions work under the guidance of the Library Technician IV and Management Librarian.
- Disseminate memos, procedures, and other information.
- Collaborate with the Serials Library Technician III to create weekly work schedules for ACQ/SER Library Technician IIs.
- As needed, assist ACQ/SER Library Technician IIs, Serials Technician III, and ACQ/SER Library Technician IV with their assigned tasks.
- Collaborate with Cataloging and Metadata staff regarding materials flow and Library Technician II cross-training and workflow.
- Collaborate with the Serials Library Technician III, Library Technician IV, and Management Librarian regarding overall unit workflow, tasks, and cross-training.
- Communicate with selectors to ensure accurate ordering and materials processing.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- The Library Technician III must be physically able to perform medium physical work that includes stooping, reaching, pushing, and pulling.
- The Library Technician III must be able to lift and move objects weighing up to 10 lbs. constantly and up to 20 lbs. frequently, as well as exert up to 50 pounds of force occasionally.
- The Library Technician III is considered essential staff during the current public health emergency.

MINIMUM REQUIREMENTS

1. **One year of experience in library technical services, i.e., performing maintenance of a library's collection, such as collection development, cataloging, and/or processing, PLUS**
2. **One year of clerical experience that included working with Microsoft Office and databases.**

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: *To receive credit for related college coursework, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Student/unofficial copies are acceptable; however, your transcripts must be legible and include your name, the university name, the degree completed (if applicable), and the degree completion date.*

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL SKILLS

- Knowledge of clerical procedures and systems such as managing files and records.
- Proficiency using Microsoft Office software.
- Ability to learn and efficiently utilize the City's Financial Management Information System (FMIS) (PeopleSoft).

- Ability to learn and efficiently utilize the Sierra Create Lists module within the Sierra Library Services Platform (LSP).
- Ability to read and understand documents such as policies, procedures, and manuals.
- Knowledge of mathematics to be able to accurately manage payments.
- Knowledge of statistics and the ability to create and run reports.
- Knowledge of procurement practices to be able to order and process materials.

LEAD WORKER SKILLS

- Ability to plan, layout, direct, and coordinate the work of others.
- Ability to develop, document, and revise work procedures.
- Ability to coach staff effectively to address performance problems.
- Ability to provide on-the-job training to staff engaged in library acquisitions.

COMMUNICATION, INTERPERSONAL, AND CUSTOMER SERVICE SKILLS

- Written communication skills to be able to write clear documents and correspondence.
- Oral communication skills to be able to clearly convey information.
- Knowledge of and commitment to customer service best practices.
- Interpersonal skills and the ability to build and maintain effective working relationships with staff and vendors.
- Ability to work cooperatively and fairly with others whose backgrounds may differ from one's own.

ORGANIZATIONAL AND CRITICAL THINKING SKILLS

- Ability to perform detailed work accurately and efficiently.
- Problem solving skills.
- Ability to plan, organize, and prioritize workload in order to meet deadlines.
- Ability to demonstrate initiative, flexibility, and sound judgment.
- Honesty, integrity, the ability to maintain confidentiality, and a commitment to safeguarding City resources.

CURRENT SALARY

The current starting salary (salary range 6FN) is \$34,717 and the resident incentive starting salary for City of Milwaukee residents is \$35,758.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Friday, March 12, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting www.jobaps.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.