

LIBRARY TECHNICIAN

SUMMARY/PURPOSE

This position supports the successful operation of the library by providing services to the public and by maintaining library materials and records. This position operates under supervision and is also expected to use independent judgment.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Provide an outstanding customer experience to people of all ages and backgrounds, including children and families, by staffing a public service desk.
2. Respect and maintain patron privacy.
3. Assist library patrons ~~who want~~ to borrow, return, renew or place requests for material.
4. Teach and assist patrons in using library services and equipment, including public computers.
5. Teach and assist patrons in accessing Library resources on their own electronic devices.
6. With direction, recommend library materials to patrons and refer them to various services, collections, and areas of the library.
7. Assist patrons with library-related financial transactions.
8. Acknowledge complaints and problems, and resolve them within areas of authority.
9. Order, catalog, process and maintain various library materials.
10. Create and maintain patron database files following library policies.
11. Support interlibrary loan services.
12. Prepare, create, and execute reports in the integrated library system.
13. Provide outreach to the community.
14. With direction, plan, organize, promote and implement programs, displays and special events at the Library or in the community.
15. With direction, help promote and market the Library.
16. Under supervision, coordinate, schedule, and participate in the work and placement of volunteers and library staff.
17. Serve on and participate in special project committees, task forces, and work groups.
18. Maintain required records and statistics.
19. Under supervision, perform preliminary evaluation of existing library materials for removal.
20. Help train less experienced staff.
21. Collect, count, and prepare daily cash receipts for deposit.
22. Maintain office and library supply inventory.
- 22-23. ~~Perform general cleanup of library spaces as necessary.~~
- 23-24. Operate, maintain, and troubleshoot computer equipment and devices as required.
- 24-25. Perform related tasks as assigned. Specific duties vary per work location.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, dependent on assigned work area. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. One year of experience in a related position (examples include work in a library, [customer service position](#), bookstore, early childhood program, [or schooler-customer service position](#)); OR completion of a Bachelor's degree in a related field; OR an equivalent combination of education and experience. Education and/or experience must demonstrate possession of the knowledge, skills, and abilities listed below.
2. Knowledge Requirements
 - A. ~~Knowledge of English including spelling, grammar, sentence construction, punctuation and reading comprehension.~~

- ~~B.A.~~ Knowledge of basic mathematics.
- ~~C.~~ Knowledge of how to locate, retrieve and file materials in various parts of a public library.
- ~~D.B.~~ Knowledge of personal computer operations, including internet use, social media, word processing and email.

3. Skill Requirements

- ~~A.~~ Skill in using state-of-the-art library technology and equipment.
- ~~B.A.~~ Skill in typing at a rate of 30 net words per minute.
- ~~C.B.~~ Skill in creating, organizing, maintaining, and updating electronic and manual files and records.
- ~~D.C.~~ Skill in providing customer service, including both assistance and instruction ~~ng people on how to use the library and equipment.~~
- ~~E.D.~~ Skill in detail oriented tasks.

4. Ability Requirements

- A. Ability to learn and use library technology and equipment.
- B. Ability to follow oral and written instructions.
- ~~C.~~ Ability to understand and interpret policies and to effectively communicate them to the public.
- ~~C.D.~~ Ability to communicate effectively orally and in writing.
- ~~D.E.~~ Ability to meet deadlines.
- ~~E.F.~~ Ability to establish and maintain effective working relationships with co-workers, other city employees, and the general public, including people of all ages, people with disabilities, and people from a variety of social, economic, and ethnic backgrounds.
- ~~F.G.~~ Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
- ~~G.H.~~ Ability to work independently and to exercise discretion in the absence of specific instructions.
- ~~H.I.~~ Ability to work as a member of a team.
- ~~I.J.~~ Ability to adapt to change.
- ~~J.K.~~ Ability to work evening and weekend hours at various locations as scheduled.
- ~~K.L.~~ Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

5. Physical Ability Requirements

- A. Ability to retrieve and replace materials on shelves at various heights.
- B. Ability to propel a loaded shelving cart weighing up to 335 pounds for distances of up to 50 feet on a carpeted surface.
- C. Ability to frequently transport (usually by lifting and carrying) materials weighing up to 25 pounds, and occasionally weighing up to 50 pounds, from one part of the library to another.
- D. Ability to work in a stationary position for long periods.
- E. Ability to transport oneself throughout the library and to and from branch libraries.
- F. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
- G. Ability to attend work on a regular basis.

HR: MC	Union: Basic	EEOC: Paraprofessionals	CSB: 10/04/2016	Class No: 4327
WC: 8810	Pay: 124	EEOF: Other	CC: 12/05/2016	Resolution: 16-0817R