



DATE	August 2016
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Library Technician
DEPARTMENT/DIVISION: Library
REPORTS TO: Library Supervisor

SUMMARY: Responsible for performing paraprofessional to include: assisting customers with library systems, equipment, and online databases; answering informational questions; locating materials and periodicals; may perform a variety of administrative and clerical activities in support of the Library Management Team and the Library in general; Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Provides exemplary customer service to the public, co-workers, and supervisors.
- Adapts in a constantly changing environment
- Assists and backs up in other areas as assigned.
- Maintains regular and consistent attendance for the assigned work hours

POSITION SPECIFIC JOB FUNCTIONS:

Information Services

- Responds to requests for information from library customers.
- Assists customers in the use of library resources and services.
- Participates within various committees or groups as a team player.
- May perform circulation duties which include: checking in/out borrowed materials; collecting fines and fees; issuing library cards; sorting materials; and/or, performing other related activities

Library Administration

- Serves as the Library's SharePoint Administrator; organizes and transfers documents via SharePoint to the city's Intranet.
- Maintains records retention guidelines under direction of Library Management Team.
- Prepares city council agenda items in Legistar.
- Coordinates meeting room reservations in RecTrac and follows up with customers with questions, refunds or reservations.
- Prepares agendas for the Library Advisory Board; is responsible for posting these agendas as well as composing draft minutes from the director's meeting notes.
- Responds to requests for information from vendors, the public and employees; creating a variety of reports and documents.
- Compiles and updates departmental policy and procedural manuals.
- Orders supplies from vendor for both locations.
- Monitors building maintenance and cleaning needs and creates work orders.
- Answers customer queries by phone or facilitates the transfer of customer phone calls to

the appropriate extension.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of applicable databases
- Knowledge of the Dewey decimal system
- Knowledge of basic library principles and practices
- Knowledge of customer service methods and techniques
- Skilled in resolving customer complaints and concerns
- Skilled in maintaining organization
- Skilled in attending to details
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to provide exemplary customer service
- Ability to participate within a group and be a team player
- Ability to think quickly in a variety of situations and respond creatively
- Ability to adapt in a constantly changing environment
- Ability to learn from new experiences and apply those experiences accordingly

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year related library experience.

PREFERENCES:

- Bi-lingual in English/Spanish.

WORKING CONDITIONS:

- Work is performed in public library environment
- Must be able to stoop, bend, walk and reach to heights up to 7 ft. with the aid of step stools
- May be subject to retrieval of books and materials from shelves up to 7t ft. high with the aid of step stools
- Sits and stands for extended period of time assisting customers with public access catalog training, retrieving materials and answering desk phones.
- Must be able to push, pull or lift up to 50 pounds.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.