



DATE	May 2017
JOB CODE	
FLSA	NON-EXEMPT
EEO	

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

SUMMARY: Responsible for performing paraprofessional duties to include: assisting customers with library systems, equipment, and online databases; answering informational questions; locating print and electronic materials; performing a variety of administrative and clerical activities. 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 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.
- Maintains records retention guidelines under direction of Library Management Team.
- Coordinates meeting room reservations in RecTrac and follows up with customers with questions or reservations.
- 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 in person, on the phone, and electronically.
 - 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

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 7 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.
- Local travel may be required on an as needed basis.
- Works a variety of day, evening and weekend hours.

CONDITIONS OF EMPLOYMENT:

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