



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

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

SUMMARY: Responsible for performing paraprofessional support in a library to include: assisting customers with library systems, equipment, and online databases; answering informational questions; locating materials and periodicals; performing 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.
- 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
- Assists with a variety of public service needs, including working the service desk, handling detailed and sensitive patron interactions, assisting in community outreach and programming efforts, and working toward increasing community understanding of Library services.
- May be assigned special projects or tasks depending on need, interest and availability.
- May prepare and maintain library displays on occasion.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to adapt in a constantly changing environment
- Ability to participate within a group and be a team player
- Ability to provide exemplary customer service
- Ability to think quickly in a variety of situations and respond creatively
- Knowledge of basic library principles and practices
- Skilled in communicating effectively with a variety of individuals
- Knowledge of applicable databases
- Skilled in conducting reference interviews to determine the needs of the patron.
- Skilled in evaluating web sites for reliability, accuracy, and appropriateness;
- Skilled in maintaining sensitive and confidential information;

- Skilled in operating modern office equipment, related software and web applications.
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures
- Skilled in resolving customer inquiries and concerns.

MINIMUM QUALIFICATIONS:

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

PREFERENCES:

- Bi-lingual in English/Spanish.

WORKING CONDITIONS:

- Work is typically performed in public library environment; may include outdoor community events.
- Must be able to stoop, bend, walk and reach and retrieve items from up to 7 ft. 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
- Must be able to work a flexible schedule including evenings and weekends

CONDITIONS OF EMPLOYMENT:

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