

JOB TITLE: Library Technician – Public Services, Part-time

DEPARTMENT: Library

LOCATION: Union Campus

REPORTS TO: Director, Library Services

FLSA: Non-Exempt

LEVEL: 103

DATE: 11/1/17, 11/08/11

POSITION SUMMARY: Provide circulation services and standard reference assistance and instruction to library patrons. Manage interlibrary loan (ILL) services. Create library publications and signage.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of AA degree or equivalent education and 2 years related experience.

ESSENTIAL TASKS: *(Employee must be able to perform the following essential tasks to the satisfaction of the employee's supervisor.)*

- Provide circulation services and standard reference assistance and instruction in a professional and confidential manner to a diverse population.
- Manage interlibrary loan (ILL) and ArticleReach (AR) services, tracking statistics as needed.
- Process circulation notices (overdue, courtesy, and billed notices).
- Process and route inter-college library book requests (MOBIUS) and intra-college library materials requests; maintain proper tracking records.
- Receive, interpret and handle incoming telephone calls and online chats concerning Circulation Desk issues, Reference questions, Group Study Room reservations and other library related issues.
- Create library publications and signage.
- Process and determine method of disposal for discarded library materials
- Manage the Friends of the Library Book Sales and on-going Book Sale Cart
- Manage the Better World Books project
- Create library displays and assist with promotions.
- Library materials maintenance: examine materials on shelves for accurate placement; identify materials in need of repair/replacement; repair materials; and shift collections as needed.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

ADDITIONAL DUTIES:

- In the absence of full-time staff, assume responsibly for operations of the Library.
- Provide patrons with assistance in using the internet, various computer programs, printers and copiers
- Represent library at college functions; orientations; special events

KNOWLEDGE, SKILLS, and ABILITIES:

Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Basic higher education knowledge in a wide range of areas to assist library patron with interlibrary loan (ILL) inquiries. Knowledge of job-related, specialized programs: Sierra Integrated Library System, ArticleReach, MS Office Suite, Colleague. Excellent computer skills including internet search skills. Excellent interpersonal and communication skills. Ability to establish and maintain cooperative

working relationships with other employees. Strong administrative skills with an appreciation for accuracy and attention to detail. Excellent customer service skills. Ability to make routine work decisions independently and perform duties using perceptive judgment and discretion. Ability to learn new technology and software as it pertains to Library and patron needs. Skill to use active listening techniques to better assist with patron inquiries. Ability to be self-motivating; prioritizing tasks and moving smoothly from one task to another as situations require. Ability to deal with frequent interruptions in busy office setting. Basic office knowledge and skills: filing, operating telephones, copiers, fax, scanners, printers, shredders, etc. Knowledge of Library of Congress Classification system, LC Subject Headings, and other library related terminology and concepts.

LEADERSHIP and COMMUNICATION SKILLS:

Follow complex technical instructions, solve technical problems, or disseminate information regarding policies and procedures; may compose unique reports or analysis; and/or provide extensive customer service to internal or external customers. Communicate information to guide or assist people; may give instructions or assignments to helpers or assistants.

DECISION-MAKING and ANALYTICAL SKILLS:

May be responsible for actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients, or others in the general public. Perform specialized technical work involving data collection, evaluation, analysis, and troubleshooting, or reports on operations and activities of a department, or performs general coordination of individual or departmental activities. Adhere to department and college policies, procedures, and practices. Perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE:

Use office machines such as telephones, fax machines, copiers or calculators. Use computers for data entry; Use Microsoft, Microsoft Office (Excel, Word, Outlook). Knowledge of job-related specialized programs; Sierra Integrated Library System, Colleague, OCLC Worldshare, ArticleReach, Google Forms.

WORKING CONDITIONS: the following physical conditions and hazards may be encountered in this position:

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends;

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement. The position may also require close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

POSITIONS SUPERVISED: None

SIGNATURES: I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

Supervisor Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*

