

**JOB TITLE:** Library Technician –Public Services

**DEPARTMENT:** Library

**LOCATION:** Union Campus

**REPORTS TO:** Director, Library Services

**FLSA:** Non-Exempt

**LEVEL:** 103

**DATE:** 11/12/18; 11/1/17; 10/21/11

**POSITION SUMMARY:** Manage Circulation Desk operations. Provide circulation services and standard reference assistance and instruction to library patrons. Manage serials subscriptions.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of an Associates' degree and two years related experience.

**ESSENTIAL TASKS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications.)

- Manage Circulation Desk operations including using Datatel to maintain student holds and load patron records into Sierra Circulation
- Provide circulation services and standard reference assistance and instruction in a professional and confidential manner to a diverse population
- Manage serials subscriptions: process check-ins; work with outside vendors on ordering, claims and renewals; maintain holdings in Sierra Integrated Library System (ILS), EBSCO
- Process and route inter-library book requests (MOBIUS) and intra-college library materials requests, maintaining proper tracking records
- Maintain instructors course reserve materials, tracking statistics as needed
- Receive, interpret and handle incoming telephone calls and online chat concerning Circulation Desk issues, Reference questions, Group Study Room scheduling, and other library related issues
- Sort and distribute library mail
- Create library displays and assist with promotions
- Assist with planning and development of serials and circulation policies and procedures
- In the absence of other library staff members, assume sole responsibility of library
- Provide patrons assistance in using the internet, varied computer programs, printers and copiers
- Record and report departmental meeting minutes
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, excellence, dignity, accountability, environmental responsibility and global citizenry.
- 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.

**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 their inquiries. 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 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 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, Libguides.

**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 the above job description. 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.

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Employee Signature/Date

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