

Library Technician II

Dept: Library

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work serving at the circulation desk, assisting library patrons, creating and forwarding various library records, reports and files, processing missing and late materials, serving in technical services preparing material for circulation, serving in the children's division, assisting patrons, shelving library material, and related work as apparent or assigned. Work is performed under the moderate supervision of the division head.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Provides circulation assistance to patrons including checkout of library material, issuing library cards, assessing fees and fines, and resolving programs related to library records.
- Checks in and distributes library material for shelving or transfer; shelves library material and maintains stacks.
- Provides assistance to patrons on retrieval of library material and use of computers; refers patrons to librarian when necessary.
- Autonomously manages service desk in absence of supervisor; provides guidance to section staff.
- Services as assistant section head when assigned.
- Coordinates meeting room reservations.
- Manages or assists with outreach efforts.
- Plans and conducts programming for patrons.
- Generates reports related to handling of library material.
- Establishes and maintains various reports, records and files.
- Assists with maintaining order and daily upkeep of the library facilities.
- Provides assistance to patrons with homework, research, retrieval of library material and use of computers; refers patrons to librarian when necessary.
- Provides reader advisory services to patrons.
- Assists with collection management.
- Provides library tours.
- Repairs library materials.
- Prepares library material for circulation; processes, labels, and assists with cataloging of material.
- Assists with memorial and honorarium records.
- Fills in at headquarters or branch library public service desk on a limited basis as needed.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of basic library procedures, methods and techniques; thorough knowledge of the library circulation functions; thorough knowledge of office procedures and records maintenance techniques; thorough skill operating standard computer equipment, hardware and software; thorough skill using library equipment, materials and resources; ability to exercise initiative and independent judgment;

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ability to make arithmetic computations using whole numbers, fractions and decimals; ability to establish and maintain effective working relationships with library patrons and associates.

Education and Experience

High school diploma and one to three years experience working in customer service, office environment, or equivalent combination of education and experience. Associate's degree preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires standing, speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms, frequently requires walking, sitting, stooping, kneeling, crouching or crawling and repetitive motions and occasionally requires climbing or balancing, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date