

City of Clintonville

Position Description

Title: Library Technician

Department: Library

Date:

FLSA Status: Non-Exempt

General Description:

Under immediate supervision, performs circulation desk procedures, patron assistance, and materials processing, and clerical and other library work as required.

Reportage:

The Library Technician reports to the Library Director and Technical Services Librarian.

Examples of General Work Duties and Responsibilities:

1. Performs circulation desk procedures, including but not limited to, checking materials in and out, registering patrons, and collecting payments.
2. Checks in deliveries of interlibrary loan materials.
3. Processes, withdraws, repairs, or reconditions library materials.
4. Shelves library materials and reads shelves.
5. Sorts and routes mail.
6. Assists with library programs and displays.
7. Assists patrons with the operation of public equipment, connecting to the Internet, utilizing software applications and accessing library services from remote locations.
8. Answers directional and reference questions and refers patrons to appropriate personnel.
9. Assists patrons with digital downloads to their e-readers, tablets, and smartphones.
10. Helps update the library's website and social media accounts.
11. Empties the bookdrops and takes returned items to the proper place for checking in.
12. Performs light housekeeping
13. Performs other related work.

Knowledge, Skills, and Abilities:

1. Ability to learn pertinent computer skills and to effectively use them to perform assigned duties.
2. Ability to use computer software and adapt to changes in technology.
3. Ability to learn to use the OWLSnet automation system.
4. Ability to effectively present information and respond to questions from patrons.
5. Ability to maintain confidentiality of library patron information.
6. Ability to follow detailed directions.
7. Ability to operate library equipment properly, which includes knowledge of databases and search methods.
8. Ability to operate general office equipment, including fax machine, VoIP phone, and copier/printer/scanner.

9. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
10. Mobility: travel to meetings outside library
11. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
12. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
13. Working knowledge of English grammar and spelling.
14. Working knowledge of library methods and procedures.

Minimum Training, Education, and Experience Required and Preferred:

1. High school diploma or equivalent, as demonstrated by prior work experience or documented accomplishments.
2. Knowledge of computers, mobile devices, Google Calendar, Microsoft Office, Windows, library media streaming platforms, and electronic information resources including the Internet and Internet browsers.
3. Ability to speak Spanish a plus.
4. Some previous customer service experience preferred.