POSITION DESCRIPTION

CLASSIFICATION TITLE: Technical Services Assistant

EMPLOYMENT STATUS:	Full-time	**REPORTS TO:**	Head of Circulation & Technical Services
FLSA STATUS:	Non-exempt	**PAY GRADE:**	

DISTINGUISHING JOB CHARACTERISTICS

Supports technical services by providing assistance and support to library patrons. Performs clerical and technical duties for technical service operations. Works under the direction of the Head of Circulation and Technical Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

Ensures excellent customer service at circulation by friendly greetings and helping library patrons. Checks books and other materials in and out. Reserves requested materials. Removes books and other materials on hold.

Registers new patrons and issues new and replacement cards. Completes and inputs patron information into computer system. Types and files new and adjusted registration applications. Informs patrons of policies by providing instruction on lending and patron obligations and privileges.

Assists patrons by locating materials, answering basic reference questions, and providing directions. Utilizes print and digital resources.

Responds to patron complaints, assesses the problem and resolves to patron's satisfaction within policy guidelines and scope of authority.

Helps patrons to complete application forms including voter registration and Golden Buckeye cards.

Helps patrons with online catalog, Internet searches, and general computer operations.

Assists patrons with library equipment including fax machine and copier.

Checks for damaged or missing items.

Collects fines and fees and issues a receipt when necessary.

Answers the telephone to provide general information and answer routine inquiries. Transfers calls to requested parties and takes accurate messages.

Maintains confidentiality of circulation records, patron files and other sensitive subject matter.

Increases and maintains knowledge by reading professional publications, journals and other documents and participating in continuing education opportunities.

Works assigned schedule and exhibits regular and predictable attendance. Works extra hours when available. Clocks in when ready to work.

Verifies overdue items by verifying patron records and searching shelves for misplaced items.

Knows about and promotes library programs including all programs in monthly newsletter, 1,000 Books Before Kindergarten, and Dolly Parton's Imagination Library of Ohio.

Prepares books for circulation by wrapping and stamping items for shelving.

Reads shelves.

Prepares new welcome packets for distribution.

Performs shelving duties.

Provides upcoming releases by popular authors for new release list (books and DVDs).

Prepares magazines for circulation.

Packs and unpacks cargo.

Weeds newspapers and magazines when assigned.

Knowledgeable about safety and emergency procedures and applies them when necessary.

Executes or attends programs when assigned

Helps with training of new staff members when assigned

Helps with marketing library programs by distributing calendars to various businesses when assigned

Completes cybersecurity training as assigned.

Performs other related duties as assigned.

TECHNICAL SERVICES DUTIES

Under the supervision of the Head of Circulation and Technical Services, develops the collection, organizing carts, and compiling requests.

Keeps accurate records by completing and maintaining required documentation including list of ordered materials.

Inventories books and other materials. Processes materials through CLEVNET request system including routing items in and out, shipping and receiving.

Sends ILL requests not in CLEVNET.

Ensures the physical appearance of DVDs, CDs, books and other materials. Recommends replacement as needed.

Receives monthly missing and lost items reports and checks shelves for the appropriate items.

Reviews library card applications before shredding to ensure information is correct on the computer.

SCOPE OF SUPERVISION

None

EQUIPMENT OPERATED

Computer; television; compact disc player; paper cutter; OPAC; telephone, fax machine, copier and other general office equipment. Willing to learn new technology as it is introduced in the library.

CONTACT WITH OTHERS

General public; patrons; volunteers.

WORKING CONDITIONS

Normal library working conditions. Employee is occasionally exposed to minor cuts as typical in a library. The employee occasionally works in high, precarious places when using stools or stepladders. The employee is occasionally exposed to risk of electrical shock when using extension cords for presentations. Employee is regularly exposed to inclement weather and road conditions when traveling to program sites.

USUAL PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards, but are illustrated to help the library, employee and/or applicant identify where reasonable accommodations may need to be considered.

While performing duties of this job, the employee regularly sits and stands for extended periods of time and occasionally walks. The employee regularly exhibits digital dexterity and eye-hand coordination when operating a computer and performing other tasks. Vision demands include close, relatively detailed vision when using a computer screen. The employee frequently converses verbally with others in person and by telephone. The employee frequently uses and reaches with hands and arms. Employee occasionally climbs, balances, stoops, kneels or crouches to obtain library books and other materials. Employee occasionally lifts varying weights up to 50 pounds when moving tables, chairs, boxes, equipment or supplies.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of library science; standard library practices, theories and principles; public relations; Dewey Decimal System; adult, young adult and children's literature, materials, services and programming; computer software, programs and applications.

Ability to relate well with patrons of varying economic and social backgrounds; exhibit a broad reading background; maintain and promote good public relations as library representative; establish and maintain effective working relationships with associates, supervisors, patrons, public and job contacts; exhibit flexibility in work schedule and job tasks; maintain confidentiality of non-public and sensitive subject matter.

Skill in verbal and written communication; operating general office equipment; maintaining good public relations; general typing; application of job software programs; planning, scheduling and organizing work; meeting needs of patrons and general public; filing documents in alphabetical, numerical, chronological and subject order.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. Minimum qualifications for this position are High School Degree, GED or equivalent with 6 months to 1-year experience in a customer service-related position. The selected candidate will be required to pass a criminal history background check and/or fingerprinting.

LICENSURE OR CERTIFICATION REQUIREMENTS

State Motor Vehicle Operator's License or demonstrable ability to gain access to worksite.
Willing to work towards OLC Certification as Public Librarian or Public Library Staff
Willing to become certified in CPR and first aid with library provided training

This job description does not state or imply that these are the only duties & responsibilities to be performed by the employee, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

MANAGEMENT APPROVAL

_____ ___/___/__

Library Director **Date**

EMPLOYEE UNDERSTANDING AND AGREEMENT

I understand and will effectively perform the duties & requirements specified in this job description.

_____ ___/___/__

Employee **Date**