

TOWN OF ROCKLAND

Job Description

Position Title:	Library Technician	Grade Level:	1
Department	Library	Date:	06/30/2022
Reports to:	Library Director	FLSA Status:	Non-exempt

Statement of Duties:

Performs all aspects of circulation services and technical services work for the Library. The employee is required to perform all similar or related duties.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Performs all aspects of circulation services using the library's Integrated Library System (ILS), including charging/discharging library materials, searching, renewals, holds, processing reports, and other duties as assigned.
- Monitors and updates records of materials and library users, resolving problems and complaints regularly, including the collection of fines and fees.
- Assists library users in locating information and materials using the Online Patron Access Catalog (OPAC), digital collections, and other online services.
- Assists library users with library equipment, such as photocopiers and microfilm readers.
- Answers brief informational inquiries by telephone and in person, referring in-depth questions to the Reference Librarian or other professional librarian on duty.
- Packs/unpacks and processes daily interlibrary deliveries.
- Performs a variety of technical services including processing books and other library materials. Monitors, sorts, and shelves library materials in alphanumerical order to provide optimum access.
- Performs related duties such as compiling booklists, creating displays, and designing and producing signage and documents using the library's word processing and other graphic software.
- Open and closes building; sets alarm system.
- May perform advanced work in an assigned area of specialization based on employee's experience and the needs of the library.

Supervision Required: Works under the direct supervision of Circulation Chief and general supervision of Library Director, using own initiative to carry out recurring tasks.

Supervisory Responsibility: Work may include occasional supervision of library volunteers.

Confidentiality: The employee has regular access to confidential information such as department and client records and must manage in accordance with the state law.

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Accountability: Work affects the accuracy and reliability of further processes and department services, both within the library and within a 28-member network.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and, in some cases, may require additional interpretation.

Complexity: Employee is expected to understand, apply and explain local library policies and network policies, procedures and guidelines. Complex problems are referred to supervisor on duty for resolution.

Nature and Purpose of Public Contact: Constant contact with the general public of all ages to provide informational and assistance, to interpret department policy and network policy, or to respond to complaints or problems. Individual works alone some of the time in an environment with extensive public contact, including interacting with children and teenagers. A high level of tact and interpersonal skill is required. Ability to establish and maintain effective working relationships with coworkers in a team setting; willing to assist and support coworkers, contribute ideas, maintain flexibility, and adapt to a rapidly changing environment.

Recommended Minimum Qualifications:

Education and Experience: High school education and two years of work experience in a library, or any combination of education and experience.

Special Requirements: None.

Knowledge, Abilities and Skill

Knowledge: Proven experience with standard office technology, including computers, calculators, and copy machines. Proficiency with Microsoft Office Suite.

Abilities: Ability to maintain accuracy in work with highly detailed bibliographic and patron records. Ability to work with frequent interruptions. Ability to understand, apply, and explain local library and network policies, procedures, rules, regulations, and guidelines. Ability to work independently.

Skills: Strong written, verbal, telephone and inter-personal skills along with good typing skill (accuracy and speed).

Work Environment: Environment involves everyday risks or discomforts which require normal safety precautions typical of public libraries. Frequent interruptions are typical.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

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Physical Demands: Work requires a high level of standing, walking, carrying and lifting books, other library materials, and boxes up to 25 pounds, pushing loaded book trucks, and operating a computer keyboard and barcode scanner. Work requires bending, stooping, and reaching. Use of stepstools to place and retrieve library materials from shelves is also involved.

Motor Skills: Position requires the application of basic motor skills to meet the physical demands of the position, operate a telephone and computer system, and to file and sort documents and library materials.

Visual Demands: The employee is required to constantly read documents, reports and library materials for general understanding.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.