



LIBRARY SERVICE TECHNICIAN **QUALIFICATIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES**

General Statement of Duties:

The non-exempt Library Service Technician (LST) is responsible for all public library functions related to general branch operations of the Pines & Plains Libraries under the direction of the Library Service Lead (LSL) and Branch Manager. Primary responsibilities include provision of the best customer service practices in Elbert County, circulation duties, aiding Program and Outreach Coordinators (PoCs) with programs, technical services, basic reference and reader's advisory, assistance with technology, shelving, and other branch processes. Adaptability and the willingness to learn are also key attributes to success at Pines & Plains Libraries.

Essential Qualifications and Special Skills Required and Restrictions

- Requires a high school diploma or GED, and 2+ prior years of experience in a public contact/service position
- Ability to perform arithmetic, read, speak, and write proficiently in English at a level consistent with the expectations of an adult.
- Competency and adaptability in using and troubleshooting technology
- Ability to learn to operate equipment as required by the position
- Effective written and oral communication skills
- Ability to work night and weekends, as needed
- Vision is needed for reading, recording and interpreting information; speech and hearing are used to communicate with patrons and coworkers over the telephone and in person.
- Physical ability to shelve various size books and be able to lift and carry up to 40 pounds infrequently and up to 10 pounds frequently.

Essential Job Duties

- Vision is needed for reading, recording and interpreting information; speech and hearing are used to communicate with patrons and coworkers over the telephone and in person.
- Must be able to stand, stretch, stoop, crouch, bend and push carts up to 40 pounds continuously.

Duties and Responsibilities:

(The following is intended to be illustrative only and is not intended to be all-inclusive)

Patrons

- Assists with circulation, reader's advisory, basic reference, and questions, seeking the LSL's guidance and support when appropriate.
- Provides assistance and training for use of the library, its materials, technology, and the Internet.
- Upholds the provisions of the Library Bill of Rights, the Freedom to Read. Statement, the ALA Code of Ethics, and other policies adopted by the Board.
- Respects and adapts to each patron's wants or needs for privacy and confidentiality.
- Assists with facilitating programs as requested or delegated.

Circulation

- Performs all circulation duties as required by Branch Manager or LSL.
- Is generally familiar with the library's collections.
- Processes both upstream and downstream Inter-Library Loans.
- Shelves books and other materials accurately and neatly.
- Mends worn and/or damaged materials as appropriate.
- Sends overdue notices as directed.
- Maintains circulation records, patron accounts, and library catalog as directed.
- Professionally and responsibly collects and accurately records money from lost materials, copies, etc.

Technical Services

- Accurately enters or imports item data into catalog, submitting work to LSL to ensure quality control.
- Prints and places labels and barcodes.
- Covers some materials.
- Assists with weeding the collections and inventory projects as directed by the LSL or Branch Manager.

Personnel

- Operates under the direct supervision of the Branch Manager, with guidance provided by the LSL.
- Keeps an accurate, up-to-date personal time sheet and submits it promptly at the end of each pay period.
- Follows all policies and procedures.
- Communicates effectively to ensure efficient workflow and task completion.
- Maintains professionalism with colleagues, patrons, and supervisors.

Training

- Undergoes at least 60 minutes of paid training per year to improve relevant job skills.
- Maintains proficiency in technology, including Internet searches, online databases, interlibrary loans, circulation records, etc.
- Assists in training volunteers and substitute librarians.

Facilities

- Assists in maintaining a safe, healthy and attractive library environment.

- Reports any need for equipment and/or facilities repair to the LSL or Branch Manager.
- Evaluates effectiveness, procedures, level of service for branch facilities and equipment, and subsequently makes recommendations to LSL.
- Keeps facilities and library property safe and secure, reporting incidents or unsecure activities to the LSL or Branch Manager.