



NEWPORT NEWS, VA

JOB DESCRIPTION
**LIBRARY TECHNICIAN
(BRANCHES)**
LIBRARIES & INFORMATION SERVICES



GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for assisting library patrons with all circulation duties, ready reference inquiries, computers, digital equipment, and the online library catalog. Reports to the Information Services Specialist.

ESSENTIAL JOB FUNCTIONS

Performs all aspects of circulation activities which include check-ins and check-outs, monitoring and processing materials returned through the Automated Materials Handling System, ready reference, reserves and renewals, maintaining and providing information regarding patron accounts, and issuing library cards. Collects library fees; maintains monthly reports and statistical information; reconciles payment centers; assists with inter-library loans; and processes daily deliveries, damaged library materials, and donated materials. Maintains supply inventory. Processes incoming and outgoing mail.

Acts as the first point of contact for patrons and provides excellent customer service. Conducts basic reference interviews. Answers customer inquiries in person, on the telephone, or by other electronic means. Searches shelves for materials requested by patrons, staff, and other library agencies. Interprets, explains, and applies library policies and procedures to patrons. Assists and instructs patrons on how to use computers, maker space equipment, online library catalog, automated check-in/check-out kiosks, and other technology and equipment. Assists patrons with troubleshooting library hardware, software, peripherals, and personal digital devices. Assists with tours and may represent the Library and its services with community organizations.

Assists in the preparation for the delivery of library programs. Develops library displays to promote library services and the collection. May act as a Passport Acceptance Agent and serve as a notary public. May count and reconcile cash receipts and prepare cash deposits.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Library Administration – Basic knowledge and understanding of library philosophy and practice, integrated library system (ILS) software, Dewey Decimal System, alphabetical filing and detailed library cataloging procedures, standards and rules.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Office Administration – Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with Library patrons, employees and all levels of management to include representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Judgment and Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the benefits of potential action to choose the most appropriate one.

REQUIRED ABILITIES

- Time Management – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.
- Communication – Ability to effectively listen and understand information and ideas being presented verbally and in writing to include training of new staff.
- Accounting – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions.

EDUCATION AND EXPERIENCE

Requires 2 years of college in a related field and 1-2 years related library experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.

- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.