

CITY OF PRAIRIE DU CHIEN POSITION DESCRIPTION

DATE: 08/08/2022

POSITION: Library Technician

DUE BY: 08/19/2022

REPORTS TO: Library Director

REGULAR WORK HOURS: Flexible hours, average 15-19 hours per week; schedule at the Director's discretion, usually during the library's work hours which include evenings and Saturdays.

POSITION SUMMARY: Part-time position performing as part of a team providing excellent customer service to all library patrons. Jobs will include, but not limited to, clerical, technical support and other duties in a public library and related to a librarian.

DUTIES & RESPONSIBILITIES:

Provide excellent customer service to all patrons in the public library.

Check in and check out materials, collect fines, and perform circulation desk procedures.

Shelve, straighten and read shelves or monitor library pages and volunteers in shelving and straightening library materials, and reading shelves as needed.

Assist patrons in locating books and information, and in using online public access catalogs and public access computers, tablets and smartphones as well as other general equipment.

Assist patrons with Wisconsin room equipment and materials.

Open and close library; provide library services without assistance when scheduled.

Provide support for other library staff as needed; be able to readily identify opportunities for assistance.

Create letters, lists, and signs and other documents using library software and programs.

Make recommendations for selection and deselection of materials.

Perform other related duties as may be required by the librarian.

Maintain privacy for all patrons' information.

Attention to detail with good organizational skills.

Excellent customer service for all ages.

SPECIAL DUTIES & RESPONSIBILITIES THAT MAY BE ASSIGNED:

Provide support as required for all levels and ages of programming.

Assist Director in library promotion and maintaining online information and social media.

Perform processing of deselected materials for sale or other disposal or monitor library pages and volunteers doing such processing.

Perform copy cataloging and processing services for the library collection.

Maintain the automated system overdues report; mail overdue notices and monitor material returns and losses, which may include contacting patrons via phone or letter concerning overdues, fines and lost items.

Maintain, prepare and monitor rotating and traveling collections, and individual deliveries when needed.

Monitor periodical collections and use.

Maintain and update physical and online list of genealogical and local history materials.

Notification of patrons of materials.

(Staff are cross-trained on all duties, and will be assigned or have duties changed according to the needs of the library.)

QUALIFICATIONS: Skill at communicating with people of all ages in patron service desk capacity and with other staff, with respect and consideration. Ability to engage with children and caregivers. Ability to perform as part of a team providing excellent customer service and support for other library staff. Ability to maintain confidentiality of patron and staff information and records. Flexibility to adapt to library needs. Has working knowledge of the Dewey Decimal System. Has knowledge of a library automation system. Ability to do accurate, detailed work. Ability to use Windows PC operating system, standard office software, internet browsers, and the ability to instruct others in the basics. Ability to remain calm under demanding circumstances. Ability to lift at least 50 pounds, stand for extended periods, and frequently walk, kneel, stoop, bend and reach overhead, as well as repeatedly lift and handle library materials weighing up to 5 pounds. Ability to recognize and perform needed tasks, as well as complete tasks assigned. Knowledge and skill in using basic technologies related to the position, as well as a desire to learn new technologies.

EXPERIENCE PREFERRED: Previous library work experience, customer service, data entry and database maintenance, website/bloggin experience, experience with multiple forms of social media, Windows computer operating system and Microsoft Office.