

ELYRIA PUBLIC LIBRARY

Inclusion, kindness, and respect infuse every chapter of our story!

JOB TITLE: LIBRARY TECH II

Department:	Circulation	FLSA Status:	Hourly Non-Exempt
Location:		Position Type:	Part-Time
Level/Salary Range:	\$12.26	Hours/Week:	20
Supervisor:	Patron Services Manager or Branch Manager	Positions Supervised:	None

JOB SUMMARY:

The Library Tech II plays a crucial role in advancing our library's mission by being a steward of the collections, initiatives, and space. This role combines customer service, clerical support, and technology assistance to create engaging experiences for the diverse needs of the community. Specific job duties of a Library Tech II will vary, depending upon the assignment/department; and, so they may include; providing passport support as an agent, and may act as a notary.

ESSENTIAL DUTIES

Customer Service

1. Demonstrate firm support for library objectives, ensuring exceptional customer service and fostering an inviting, enjoyable, and educational environment for all Library users.
2. Understand and proficiently perform all library circulation functions and general desk duties.
3. Assist patrons with various customer service transactions, providing friendly and helpful service.
4. Address patron concerns professionally, ensuring adherence to Library policies.
5. Answer phones in a friendly, professional, and helpful manner, assisting patrons with inquiries and directing calls as needed.
6. Collaborate in the efforts to create and maintain a warm and inviting atmosphere throughout the library by contributing to the cleanliness of space and arrangement of décor as directed.

Clerical Support

7. Perform various clerical tasks such as data entry, filing, and maintaining records as required.
8. Handle cash transactions accurately and securely, including fines, fees, and payments for library services.
9. Assist in the preparation of programs, and library displays to promote library services and collection as directed.
10. Maintain regular communication to discuss expectations, goals, and objectives.
11. Pursue continuous professional development and innovative strategies.
12. Demonstrate comprehensive knowledge of general library practices and consistently convey a positive image of the Library to the public and colleagues.

Technology Assistance

13. Proficiently operate and troubleshoot library equipment and technology.
14. Utilize library equipment for customer transactions.
15. Navigate and operate E-media and circulation management software.

Collection Maintenance & Support

16. Perform collection maintenance duties such as shelve library materials, ensure library shelves are in order, shift library materials, and maintain displays as directed.
17. Perform minor repairs on materials as needed and promptly report maintenance issues.
18. May act as a passport acceptance agent and or a notary.
19. Other duties as assigned.

The purpose of this position description is to offer a comprehensive overview of the primary duties and responsibilities typically undertaken by individuals in this role. Employees may be asked to perform job-related tasks beyond those explicitly outlined in this document.

POSITION QUALIFICATIONS:

Education:	Highschool Diploma or Equivalent Advanced customer service skills may be considered as a substitute
Years of Relevant Experience:	Three (3) or more years preferred
Years of Supervisory Experience:	None

A valid driver's license, automobile insurance, and reliable personal transportation is required.

JOB REQUIREMENTS

1. Knowledge of the role of non-profit and public service organizations.
2. Knowledge of library services, technology, and policies.
3. Excellent active listening and problem-solving skills.
4. Skill in customer service and adaptability.
5. Skill in public speaking and delivering educational and informational presentations.
6. Ability to assist with programs for the department's audiences
7. Ability to operate both general and role specific equipment and technology used by the Elyria Public Library, with or without accommodation.

WORK CONDITIONS

1. The work environment entails common safety precautions consistent with office settings, including safe use of equipment, awareness of surroundings, and adherence to fire regulations
2. The noise level in the work environment is usually quiet.
3. This position is performed in an office setting although off-site meetings in various settings occur.
4. Lifting objects [less than 50 pounds] and carrying them short distances [50 feet or less] is required.
5. May require working irregular hours, including evenings and weekends.
6. Some local travel by personal automobile is required. Occasional overnight travel may be required.
7. Consistent presence on the library floor and on feet while monitoring, assessing, and assisting patrons/staff in the use of the library and its equipment.

Elyria Public Library is committed to providing reasonable accommodations for persons with disabilities covered by the American with Disabilities Act (ADA)

CORE COMPETENCIES

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|---|--------------------------|
| 1. Customer Service | 2. Technical Proficiency |
| 3. Stewardship of Space | 4. Library Procedures |
| 5. Problem Solving | 7. Adaptability |
| 6. Diversity, Equity, and Inclusion (DEI) | 8. Resource Promotion |

COMMUNICATION

1. Engage in extensive social interactions with library patrons, external agencies, and staff.
2. Communicate daily via telephone, email, and in-person interactions.

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3. Collaborate regularly within teams and perform individual work.
 4. Handle confidential and sensitive information with discretion.
 5. Conduct group presentations when necessary.

DECISION MAKING

1. Generally, operates from established and well-known procedures
2. Work regularly calls for decisions, problem solving, and/or recommendations within the scope of position responsibilities.
3. Responsible for both consensus-based and independent decision-making.