Job Description

Position Title: Technical Services Assistant

Classification: E

Supervisor Title: Technical Services Supervisor

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the supervision of the Technical Services Supervisor, this position facilitates superior library service by assisting with the acquisition of materials.

Specific responsibilities will be assigned by the Technical Services Manager on the basis of experience, skills, and specific needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  Bachelor’s Degree) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, and maintaining and organizing digital files.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, and managing time independently.
* **Research Skills** include understanding the information needed, performing internet searches, evaluating the results and sources, and synthesizing the data to present findings and recommend an action.

1. Working knowledge of integrated library systems as well as other applications relating to ordering.
2. Knowledge of general library philosophy, including the *Library Bill* *of Rights* and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
3. Knowledge of routine library functions and procedures.

## ESSENTIAL FUNCTIONS

1. Places orders for new and replacement materials and communicates with selectors to keep them informed of delays or other issues.
2. Communicates purchasing needs with outside vendors.
3. Assists in processing invoices, gathering and recording various statistics and maintaining departmental records.
4. Participates in relevant training, continuing education and/or staff development.
5. Performs other duties as assigned.

WORK ENVIRONMENT

Work is normally performed in a typical interior/office work environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

PHYSICAL REQUIREMENTS

1. Constantly discerns items near and far.
2. Constantly operates a computer and other office machinery, such as printers, copiers, and handheld scanners.
3. Frequently handles and inspects materials.
4. Frequently retrieves materials from shelves and boxes.
5. Frequently communicates with other staff.
6. Occasionally moves about the department and building to assist staff.
7. Occasionally transports boxes and carts weighing up to 75 lbs.
8. Occasionally positions self to assist staff working on computers and with materials.