

St. Joseph County Public Library
Job Description

Position Title: Library Technician
Level/Status: 6/Non-Exempt
Beginning Pay: \$12.92, Hourly
Pay Range: \$12.92 - \$17.45, Hourly
Agency: Various
Location: Various Locations

Education and Experience:

- High school diploma or equivalent required.
- Cash register experience preferred.
- Previous work experience in a public library and/or retail preferred.

Hours:

- Either assigned to full time (40 hour workweek), part time (16, 20, 24, or 30 hour workweek), or an as-needed substitute position (variable hours).
- Partial days, evenings, and weekends may be required.

Requirements:

- Spanish language skills preferred.
- Excellent verbal and written communication skills, as well as strong organizational skills.
- Public service orientation and commitment to excellent and genuine customer service.
- Demonstration of character and integrity in all situations while upholding SJCP's ethical standards.
- Practical experience and proficiency with computers, including the Internet, Microsoft Office, Google Suite, Windows, Mac OS, and communication technologies. Stay current with new technologies.
- Dependability, punctuality, trustworthiness, good attendance, and work habits.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.

Ability to:

- Work efficiently and prioritize important tasks. Make decisions and work independently and interdependently.
- Accept and manage change. Maintain composure and overcome stress in any situation.
- Identify efficiencies and suggest improvements in workflow.
- Display high standards of ethical conduct, honesty, and integrity. Lead by example.
- Understand, endorse, and communicate the St. Joseph County Public Library's policies and procedures in a courteous, friendly, and positive manner.
- Be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Solve problems in a professional manner with library patrons, co-workers, and Leadership.
- Form and maintain excellent working relationships.
- Manage confidential information appropriately.
- Work patiently and creatively with all patrons.
- Provide excellent customer service.
- Teach and instruct others on a variety of topics.
- Become proficient with current library technology.
- Take charge in emergency situations if assigned as Librarian in Charge (full-time only).

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Essential Job Functions

Library Technicians provide digital inclusion by connecting community members with technology and help patrons use the library. Under the direct supervision of the Assistant Manager and with an unwavering commitment to diversity, equity, and inclusion, the Library Technician will:

1. Provide hands-on customer service. Assist patrons with library accounts and issuing library cards. Assist patrons in person or on the phone with transactions, such as using self-checks, fax/scanning, and printing. Perform circulation duties, including check-out, placing holds, collecting fines, searching patron database.
2. Connect patrons digitally by helping them use a variety of devices and technologies.
3. Perform daily departmental procedures, including cash register operations. Use a variety of library technologies and softwares. Troubleshoot computers, copiers, and equipment as needed.
4. Help patrons one-on-one with a variety of in-depth projects and topics such as completing government forms, school projects, job applications, etc. Provide readers' advisory and reference services to patrons.
5. Provide accurate information and directional assistance for patrons, including performing online catalog searches and locating items on the shelf.
6. Participate in merchandising and maintaining branch appearance including filling displays and performing shelving responsibilities.
7. Perform other duties as assigned.