GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for assisting Library patrons at the Circulation Desk, Workroom and Computer Lab. Reports to the Senior Information Services Specialist.

ESSENTIAL JOB FUNCTIONS

Serves as lead worker and provides training to Library Technicians I and II. Reviews new patron membership applications.

Performs circulation activities by checking library materials in and out, reserves material requests, registers new patrons and issues library cards, coordinates interlibrary loans and collects fines and fees; answers customer inquiries in person and on the telephone or refers to appropriate staff member; searches shelves for materials requested by customers and staff; conducts basic reference interviews; enters and deletes reserve requests; searches shelves for materials requested by other library agencies; maintains customer files in the Library’s automation system (VIRTUA) to ensure accurate, up-to-date information; processes damaged library materials; completes various reports.

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

- 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.

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.
• **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.

• **Computer Skills** – Utilizes a personal computer to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

**REQUIRED ABILITIES**

• **Communication** – Ability to effectively listen and understand information and ideas being presented verbally and in writing to include training of new staff.

**EDUCATION AND EXPERIENCE**

Requires 2 years of college in a related field and 3-5 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.