

## **LIBRARY TECHNICIAN**

### **DEFINITION OF WORK**

Under direct supervision, employees perform technical library support duties at a Circulation Desk at the Cumberland County Library headquarters, community branch libraries, and regional branch libraries. Employees assist Library Associates and Library Circulation Managers in checking in and out library materials; registering customers for library accounts; collecting fees and fines; and assisting customers with simple author, title, and subject searches. Non-supervisory responsibilities and the limited complexity and variety of technical library tasks performed, distinguish this work from that recognized in the work of Library Associates. Employees generally receive guidance and supervision from a Library Associate or a professional level librarian.

### **EXAMPLES OF WORK**

Employees perform tasks at the Circulation Desk, including checking library materials and books in and out; assist customers in use of self-checkout; register patrons for a borrower's card, issuing new cards, preparing books to be shelved, placing books/materials on hold; and collect overdue fees. Assist in collection weeding; direct customers to online public catalog; maintain magazine and newspaper inventory, including processing and updating database; monitor the work of Library Pages; attend outreach events; and assist library customers in the use of library equipment and systems. Process inter-library loan materials received through mail. Perform data entry and record keeping in updating customer accounts; utilize library software to explain fees owed by customers; order and maintain supplies; and prepare daily cash report as assigned. Perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

High school diploma or equivalency and one year of public contact experience. It is necessary to be familiar with basic library procedures and possess a demonstrated knowledge of computers. Must be able to spell accurately and possess keyboarding skills.

#### **Knowledge, Skills, and Abilities:**

Considerable knowledge of library policies and procedures regarding card registration, public computer use, and fee assessments; working knowledge of the library collection; working knowledge of online public catalog; working knowledge on the use of photocopiers, fax, and change machines, Vendacard machines, public computer reservation software, room reservation software and self-checkout machines; and a basic knowledge of current resources and content available on the library website. Must have ability to operate library automation system and the online public catalog; ability to maintain accurate statistics and prepare routine reports; ability to follow instructions; ability to communicate clearly; and an ability to maintain effective working and interpersonal relationships with co-workers and the general public.

### **SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the

use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

### **ADA REQUIREMENTS**

Work is performed in an office environment. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

### **PHYSICAL REQUIREMENTS**

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds; occasionally must be able to exert up to 50 pounds of force.

Must be able to perform coordinated movements such as operating office equipment and keyboarding.

Some tasks require visual perception and discrimination.

Some tasks require oral communications.