

Spokane County Library District

CLASSIFICATION: N04

POSITION TITLE: Technical Services Clerk

GENERAL PURPOSE:

Provide library materials to the public in a timely manner through acquisition and item maintenance functions.

POSITION SUMMARY:

Provides clerical support for the acquisition, receipt, and distribution of all library materials for the District. Assures new items are added to the integrated library system (ILS) in a timely and accurate manner. Resolves shipping and invoice discrepancies with vendors. Identifies damaged, erroneous, or deficient shipments and secures credit adjustments from vendors as warranted. Performs clerical tasks including maintaining periodical renewals and claims, ordering office supplies, and providing Interlibrary Loan (ILL) support. The Technical Services Clerk reports to the Technical Services Coordinator.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Places orders for books and all other non-book library materials selected for purchase using appropriate electronic ordering software, the Internet, or direct ordering. Establishes new vendor accounts as appropriate.

Electronically transmits orders to vendors and receives confirmation; monitors back orders; corrects inaccurate invoices; and purges old orders in coordination with collection services.

Maintains records of all items on order; corrects duplicate orders; receives, sorts, and processes mail and vendor invoices; confirms receipt of new acquisitions; checks received items against order file to ensure receipt of proper items; submits invoice for payment.

Performs item maintenance such as changing call numbers or item designation from youth to adult; verifies item has been processed correctly; adds items to the ILS and assures it matches the appropriate bibliographic record; may make limited changes to bibliographic records.

Prepares correspondence and reports for acquisition orders (e.g. EDI Reports); maintains periodical renewals and claims; orders office supplies; provides ILL clerical support; provides back-up to reception as needed.

Attends work on a regular and dependable basis.

Hears, sees, speaks, and listens to individuals in order to work with staff and customers.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS: Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Personal computers and associated software, integrated library system, and the Internet;
- General office terminology, procedures and practices.

Ability to:

- Communicate effectively both orally and in writing;
- Read and transfer small numbers and letters quickly and accurately. Function independently, be flexible, and maintain effective working relationships in a team environment.

- Prioritize tasks and manage detail; use initiative, problem solving skills, and judgment;
- Work professionally and effectively with vendors, co-workers, and others;
- Use computer systems and various software programs.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

High school diploma or equivalent; two years general clerical experience in a business setting; library experience preferred; AA Degree may substitute for experience. One year experience using personal computer and associated software, including word processing, database and spreadsheet, and Internet; **or** any equivalent combination of education and experience; valid driver's license and normal risk insurability.

Should be able to successfully pass a background check.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing, database and spreadsheet programs, as well as specialized library computer programs; telephone; and fax machine.

Common household products to clean materials and equipment.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. However, some travel to locations within Spokane County may be required. Physical exertion to lift office supplies, books, and other materials; repetitive motions using arms and wrists and bending and stretching to retrieve and sort library materials may also be required. Hearing, speaking, and listening to individuals in person and by telephone; reading materials in print and electronic format; using a keyboard, mouse and viewing a computer monitor; and meeting deadlines, frequent interruptions, and working under moderate levels of stress are illustrative of the mental and physical requirements of the position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Non-Exempt

Salary Range: N04

Revised: 12/01/07