

Position Title	Public Services Technician		
Working Title			
FLSA Status	Eligible	Payroll Code	0150
Classification	A1	Revision Date	09/11/2020

General Purpose

Under close supervision, sorts, shelves, and organizes materials, provides customer service and performs routine clerical tasks in support of District operations.

Illustrative Examples of Duties and Responsibilities

Sorts, shelves and organizes library materials; locates and retrieves library materials for staff and/or customers.

May instruct customers in the basic use of library equipment and technology, including, but not limited to:

- Logging in and out of public computer and printing stations.
- Using check-out computers and equipment.
- Accessing library account information online.

Shelf reads for accuracy and re-shelves misplaced items on a regular basis. Rearranges materials as needed to ensure adequate shelf space for materials; communicates shelf space issues with supervisors or other staff as necessary.

Maintains the neat appearance of work and public areas in the library during assigned shift.

Cleans and disinfects work and public areas in the library during assigned shift.

Responds to customer inquiries, either in person or over the phone, regarding library services and operations; refers inquiries or issues to other staff as appropriate.

Physically lifts and arranges library furniture, equipment and facilities for use by various library programs and restores the rooms or locations to an orderly condition following their use.

May use the ILS to run assigned reports and retrieve items from the collection.

May deliver materials to customers at District locations

May pack and unpack library materials.

May prepare library for opening and/or closing.

May inspect audio-visual materials for damage or missing parts.

May perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other related duties as assigned.

Supervision

Reports to:	Operations Specialist or Library Supervisor
Supervises:	N/A

Minimum Qualifications

Required	N/A
Preferred	High School diploma or equivalent
	One year customer service or clerical experience

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification, or the ability to learn to use the system
	Library services and resources;
	Proper cash handling procedures
Skill in	Use of Microsoft Office and other software applications
Ability to	Follow written and oral instructions
	Use library circulation software
	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s);
	Interact in a professional and respectful manner with District staff and the public;
	Maintain confidentiality of customer information;
	Establish and maintain effective working relationships in a team environment;
	Use initiative, problem-solving skills, and sound judgment;
Work quickly and accurately; follow directions; meet deadlines.	

Work Environment/Physical Demands

Work is performed primarily in a library environment. The noise level is usually quiet to moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur.

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck. May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

Special Requirements

Background check required, per policy.
Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the 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.