

# S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Public Services Technician		
<b>Reports to</b>	Library Supervisor or Training Specialist	<b>Supervises</b>	N/A
<b>FLSA/WMWA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	Not eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	A1
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
Under close supervision, sorts, shelves, and organizes materials, provides customer service, and performs routine clerical tasks in support of District operations.

Qualifications	
The ideal candidate will be able to build relationships at all levels and have one year of customer service or clerical experience.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

**Job Duties**

*The duties listed 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.*

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

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 of the library.

In addition, this position may:

- Assist 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.
- Respond to customer inquiries, either in person or over the phone, regarding library services and operations; refers to other staff as appropriate.
- Move and/or arrange library furniture, equipment, and facilities for use by various library programs and restores the rooms or locations to an orderly condition following their use; assist with library programs.
- Use assigned reports to retrieve items from the collection.
- Pack and unpack library materials.
- Provide curbside delivery service to library customers.
- Enforce the Code of Conduct.
- Inspect audio-visual materials for damage or missing parts.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Prepare the library for opening and/or closing.

Performs other duties as needed or as directed.

**Work Environment**

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

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

**Psychological Demands**

Learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.