

Technical Services Associate

Reports to: Circulation Services Manager

Typical Responsibilities of Position

Under general supervision, performs technical services and information technology work, serves library patrons directly or indirectly, and library staff. Provides acquisitions, cataloging and circulation services.

Duties/Examples of Work

1. Organizes library services in areas of responsibility, such as cataloging, acquisitions, or computer systems.
2. Assists in updating library procedures, as applicable; collects and organizes statistics.
3. Performs acquisitions procedures, such as creating bibliographic records, cataloging, and processing.
4. Processes, withdraws, repairs, or reconditions library materials.
5. Maintains inventory of computer hardware and software.
6. Assists in check in, checkout, and registering patrons as needed.
7. May assist with some reference questions, computer assistance and locating materials for patrons.
8. Pulls materials for intra-system loans; processes interlibrary loan requests.
9. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
10. Performs light housekeeping.
11. Performs other duties as assigned.

Knowledge and Abilities

1. Ability to install, maintain, and troubleshoot hardware and software.
2. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
3. Ability to understand and follow instructions verbally and in writing.
4. Ability to maintain confidentiality of library patron information.
5. Ability to gather statistics, analyze information, and write reports.
6. Ability to make recommendations in acquisitions and cataloging operation based on understanding of current standards and local protocols.
7. Considerable knowledge of library methods and procedures; ability to apply them to library operations.
8. Working knowledge of Dewey Decimal Classification System and/or other alphanumeric subject heading protocols and systems.
9. Ability to use library hardware and software; including ability to use library databases and other technological resources.

10. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, colleagues, and supervisors.
11. Ability to effectively present information and respond to questions from patrons.
12. Ability to perform moderately heavy physical work.
13. Ability to travel to meetings outside of the library.
14. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
15. Ability to travel to activities outside the library.
16. Demonstration of good character as determined through a background investigation.
17. Working knowledge of English language grammar and spelling.

Physical Demands of Position

1. Working in confined spaces.
2. Sitting, standing, walking, climbing (with short step stool), bending, twisting, stooping, kneeling, and crouching.
3. Picking up and shelving books and other library materials.
4. Lifting and carrying 50 pounds or less.
5. Pushing and pulling objects weighing 300 to 400 pounds on wheels.
6. Speaking and hearing on the telephone.
7. Keyboarding, writing, filing, sorting, shelving, and processing.

Mental Requirements of Position

1. Analytical skills: identify issues and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, and training.
3. Communication skills: effectively communicate ideas and information in both writing and speaking.
4. Mathematical ability: calculate basic arithmetic (addition, subtraction, multiplication, and division) with or without the aid of a calculator.
5. Reading ability: effectively read and understand information contained memoranda, reports, and bulletins.
6. Time management: set priorities in order to meet assigned deadlines.

Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours.
2. Inside work environment with a minimum of outside work.

Equipment Used

1. Media equipment.
2. Book trucks for transporting materials to proper areas for reshelving.
3. Bins for retrieving materials from outside book drops.

4. Computer workstation, cash register, copier/printer, telephone, media equipment.

Education and Experience

1. Masters degree in Library and Information Science preferred.
2. Library coursework in organization of materials preferred.