

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Technical Assistant Trainee** (temporary, up to one year appointment)
Dept: **Public Services** Job Code: **10449**
Reports to: **Operations Manager** Grade Number: **6, Non-represented**
Effective Date: **January 2021** FLSA Status: **Non-Exempt**

General Position Summary:

Library Technical Assistant Trainee positions are in-service training for customer service first contact positions in KCLS Libraries and other service points. As customer service representative trainees, they hone their skills in providing basic information about KCLS materials, programs and services, performing circulation functions and basic clerical activities in support of all library services. Answer and direct phone calls from public. Perform activities requiring dealing with a diverse public, responding to questions, giving directions; maintaining cash register, and processing slick. Other individual assigned duties may include maintenance of magazines, simple mends, and assisting with bulletin boards.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform. Most essential duties are completed under the direction and guidance of a coach.

1. Check-in and check-out library material to patrons and assist patrons with self-check-in and check-out.
2. Provide information to patrons and collect fines for overdue books and materials.
3. Assist patrons in locating material at the assigned branch and within KCLS.
4. Process patron holds and shelve library materials.
5. Register and orient new patrons.
6. Process shipments.
7. Provide ready reference service.

Secondary Duties:

“Read” shelves to assure that they are organized and materials are properly shelved.
Prepare library for opening and/or closing by performing such assignments as logging on/off computers, replenishing depleted supplies (e.g. pencils, pads, printer and photocopy paper).
Pick up debris on library grounds, as required.
Other related duties and trainee activities, as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Approachability

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Teamwork/ Collaborating

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, King County Library System utilizes and celebrate their own and team member's strengths and differences.

Composure

Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

DESIRED MINIMUM QUALIFICATIONS**Education and Experience:**

- High school diploma or GED equivalent.
- Successful completion of the KCLS External Page Fellowship program.

SPECIAL REQUIREMENTS

None.

PHYSICAL DEMANDS

While performing the duties of this job, up to frequently on feet standing and frequently sitting

with occasional walking. Constantly handling, grasping and frequently reaching at waist level, finger manipulation and use of mouse; occasional reaching below waist and bending and twisting at waist. The employee will frequently lift/carry 5 pounds and seldom lift up to 35 pounds and will occasional need to push/pull carts using light force.

**If designated LTA Driver will have additional driving responsibilities which include lifting up to 40 pounds seldom (when on a driving trip outside of library, may at times lift totes of books up to 40 lbs, using hand trucks to move), twist cervical region for driving up to occasionally and occasional use foot controls to operate vehicle.

WORK ENVIRONMENT

Work is performed in a library environment with some hectic or demanding situations. The position experiences frequent interruptions and maximum flexibility is required. Varied work hours, including weekends and evenings, which may change periodically, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Library Technical Assistant

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 KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR