

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Technical Assistant**

Dept.: **Public Services**

Reports to: **Operations Supervisor or
Operations Manager or varies**

Effective Date: **Revised February 2019**

Job Code Number: **20967**

Grade Number: **8L, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Performs operation and circulation duties as assigned. Serves as a first point of referral for material-handling issues. Provides basic assistance to patrons with checking and locating requested materials, programs and services, in person or over the phone. Assists patrons with library accounts and technology. Responds to and resolves building, technology, and patron issues whenever necessary following system procedures, requesting assistance as needed. May have additional assignments such as driving Mobile Services' vehicles or troubleshooting Automated Material Handling (AMH) system. Upholds and practices the principles of intellectual freedom.

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.

1. Moves, distributes and assists with processing incoming and outgoing materials manually and using material-handling equipment. Shelves and maintains order of materials.
2. Identifies and resolves material handling issues within the scope of duties. If assigned the duty, troubleshoots problems escalated from the basic level of AMH support and contacts vendors, as necessary.
3. Assists patrons in the basic use of library technology, equipment and resources.
4. Reports needs for repair and non-routine maintenance to ITS, as appropriate.
5. Assists patrons with check-in and check-out, and with locating materials at a branch and within KCLS.
6. Provides directional and basic information and basic navigation assistance to patrons.
7. Resolves patron incidents, problems, concerns and conflicts under Code of Conduct, Bans or Trespass procedures, requesting assistance as needed.
8. Answers phones and electronic messages and provides requested information to patrons and staff or redirects to appropriate source.
9. Sorts and distributes mail.
10. Registers new patrons. Maintains, manages and handles library accounts.
11. Assists with promotion and display of materials, services and programs.
12. Performs daily cash handling and register functions. Prepares daily deposits and Monthly Revenue Report entries.
13. Orders and maintains office and equipment materials and supplies.

14. Assists with opening, maintaining and closing libraries, including equipment and grounds activities.
15. Resolves operational and building comfort and safety issues; refers when necessary.
16. May be assigned to drive Mobile Services vehicles to perform the essential duties of the job in library communities.

Secondary Duties:

1. Assists patrons and staff with scheduling and using facility including meeting rooms.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties, 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 Judgment

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,

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:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- High school diploma or GED equivalent.
- One to two years of work experience library experience preferred.
- One to two years of experience specializing in computer hardware, software and peripherals.
- Ability to read, speak, write and understand English; ability to sort in alphanumeric order and learn the Dewey Decimal System.
- Experience with the use of library technology and equipment preferred.
- Classroom and on-the-job training to learn routine PC and software configuration and maintenance.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

Washington State driver's license.

Successful completion of KCLS driving program and requirements prior to driving assignment.

PHYSICAL DEMANDS

While performing the duties of this job, up to frequently on feet standing and walking with sitting occasional. Constantly handling, grasping and frequently reaching at waist level, finger manipulation and use of mouse; occasional reaching below waist and bending, squatting and may up to frequent twist at waist. Seldom will crawl. 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 and seldom moderate 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:
Public Service 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