



CLASSIFICATION TITLE: Library Technical Support Specialist	JOB NUMBER: 7154	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Library Supervisor	PAY GRADE: 15	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work providing technical support and system administration for the City Library, and related work as apparent or assigned. Work is performed under the moderate supervision of the Library Supervisor (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Reviews, selects and recommends software and hardware for the library; performs minor repairs of computer equipment; maintains automated system and non-City PC workstations; monitors use of computers and peripheral equipment.
- Develops training for library software, hardware, and internet use; conducts training sessions for librarians, support staff, volunteers, and library patrons; provides technical support to library computer users including staff and patrons.
- Assists patrons at the circulation desk; checks books/materials in and out; answers inquiries and questions and provides information; directs or refers patrons to appropriate library personnel as necessary to answer more technical/complex questions; answers telephone inquiries and transfer calls.
- Assists in maintaining a clean and orderly library environment; ensures security of monies, equipment and materials; reports need for repair, maintenance and additional supplies and equipment as necessary.

- Prepares and maintains a variety of reports and records, including statistics of patron equipment and materials use.
- Develop new and expand upon existing strategic partnerships between schools, community resources, business and industry, and higher education organizations; research, propose, and contribute to the development of grant proposals to foundations and other organizations to secure funding; develops and leads library programs for STEAM space.
- Assists in the design and updating of the library website.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Library policies, procedures, methods, practices and equipment.
- Principles of Intellectual Freedom and their application.
- Purpose and functions of the library.
- Library hardware, network design and software.
- Circulation, Reference and Children's Desk Adult and Youth Reference procedures.
- Operation of computer terminal, audio-visual equipment and standard library equipment.
- Record-keeping principles, procedures and techniques, including filing techniques.
- Knowledge of Internet computer languages.
- Alpha-numeric and Dewey-decimal classification system.
- Internet searching, use of Library catalog and online resources.
- Technical aspects of field of specialty.

Skills and abilities to:

- Excellent collaboration and leadership skills.
- Ability to prioritize tasks, meet deadlines and work under pressure.
- Circulate library materials according to established procedures.
- Provide patrons with reference and readers with advisory assistance.
- Operate a variety of library, audio-visual and office equipment.
- Perform minor maintenance and repair to audio-visual equipment and material.
- Familiar with MARC format and AACR2/RDA cataloging.
- Follow department policies and procedures related to assigned duties.
- Respond to library priorities.
- Provide information in a tactful and courteous manner, assist in locating materials.
- Maintain the library in an orderly and safe condition.
- Show attention to detail.

- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Operate a variety of modern office equipment and personal computers in a using standard or customized software application programs to assigned activities.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, streamline work processes and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and at least one (1) year of experience in an office setting and two (2) years of experience in a help desk function or library setting.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a

range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.

- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

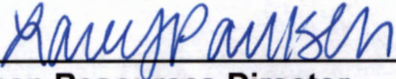
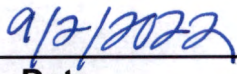
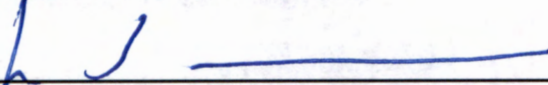
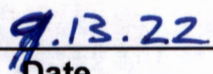
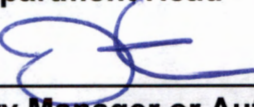
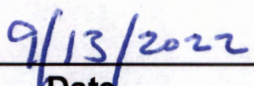
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned location; work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and pushing or pulling, frequently requires walking and occasionally requires standing, sitting, stooping, kneeling, crouching or crawling, reaching with hands and arms and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and visual inspection involving small defects and/or small parts; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

Authorization (for Archive)

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.

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Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date



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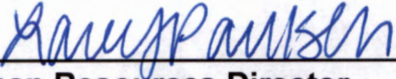
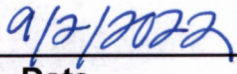
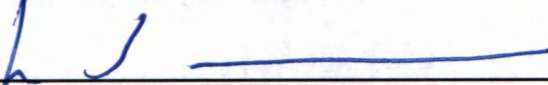
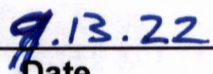
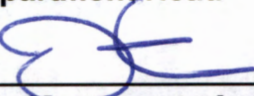
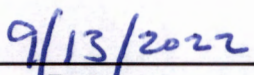
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