**Camden Public Library**

**Job Title: Library Technician – Circulation & Tech Support**

**Reports to:** Executive Director

**FLSA Status:** Non-exempt

**Full Time:**  35-40 hours per week; some Saturday work required

**Division/Department:** Circulation

**Location:** Camden

**Date Revised:** June 14, 2021

**Salary range:** $18-$24 per hour; benefits package

**Position Summary:**

Responsible primarily for serving customers at the Circulation Desk; answers reference and reader’s advisory questions; assists customers and staff with basic technical support, assists with website updates, technical support, and implementing new technologies.

**Essential Duties and Responsibilities:**

* Serves customers directly at the Circulation Desk; checks in and checks out library materials; assists customers in the search and retrieval of information through print and electronic resources.
* Assists with website revisions and other hardware and software technical support duties.
* Helps assess, plan, and implement new technologies that provide innovative library service to the community.
* Answers information requests received in person or utilizing a variety of print and online reference sources.
* Assist customers with technical support in the use of the Library’s computers.
* Provides reader’s advisory.
* Places and fills interlibrary loan requests.
* Shelves library materials.
* Answers the telephone.

**Non-Essential Duties and Responsibilities:**

* Perform additional duties as assigned.

**Knowledge and Skills:**

* Knowledge of the practices and principles of library programs and systems.
* Computer Skills - Adept in utilizing the Library’s computer systems, both internally and those designated for use by customers.
* Service Orientation - Actively looking for ways to exceed customer expectations and solve problems to enhance loyalty.
* Social Skills & Ability – Possessing the skills and ability to relate to a variety of people.
* Strong Communication Skills – communicating effectively for the needs of the audience; communicates effectively, courteously, and tactfully.
* Organizational Skills – Using strong organizational skills.
* Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
* Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Attributes:**

* General knowledge and interest in literature
* Strong interpersonal skills; friendly and professional in appearance and manner
* Service-oriented
* Strong technical skills and curiosity to learn more as new technologies emerge
* Strong communication skills
* Discreet
* Works efficiently in a well organized way
* Accurate and attentive to detail
* Able to multi-task

**Physical Requirements and Environmental Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* This position requires prolonged standing, walking, sitting, speaking, hearing, seeing (including close vision, distance vision, peripheral vision, and focusing ability), reaching/stretching, crouching, along with occasional lifting up to 25 pounds.
* The environment is a standard office environment; noise level is usually moderate.

**Education:**

A Bachelor’s degree in a discipline related to the Library’s mission strongly preferred; post-secondary education required.

**Work Experience:**

Prior library-related experience, preferably with circulation, reference work, computer technical support, or the combination of library education and experience is strongly preferred.