

**LIBRARY TECHNICIAN****Opening Date:** September 9, 2016**Salary Range:** \$ 3161-4035/month**Closing Date:** open until filled**NATURE OF POSITION**

Perform a variety of standard library and clerical duties to assist patrons; process new and edit existing library materials; within established limits answer patron requests for information, assist in locating materials and demonstrate proper use of library materials to include online databases. Demonstrate proper use of and understanding of library technology; assist in the circulation and return of library books and materials.

**SUPERVISION RECEIVED**

General direction and oversight is provided by the assigned supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Employees of the City of Walla Walla are expected to model and foster the City's core values:  
**Customer Focus - Excellence – Stewardship - Communication - Leadership - Integrity**
2. Perform a variety of standard library and clerical duties to assist customers; provide information and explain library procedures and policies; assist in locating and gathering materials and demonstrate proper use of reference materials, online databases, and computers; assist patrons with the use of various machines including those needed to access library holdings; remain current with technology.
3. Assist customers; answer inquiries and routine questions and provide information; direct or refer patrons to appropriate library personnel as necessary for questions requiring more in-depth research; answer telephone and email inquiries and transfer calls as required.
4. Process new library print and non-print materials; identify MARC electronic record and add or edit it within current integrated library system.
5. Process applications, renewals and updates for library cards; issue library cards according to established guidelines; maintain financial records; collect fees, fines and service charges.
6. Operate a variety of equipment and software including but not limited to: photocopier, scanner, printer, computer, word processing, database software and equipment necessary to access library holdings.
7. Receive and process issues of magazine subscriptions; process and track claims.
8. Maintain collection to include contacting patron if components are missing or damaged; process new components; pull materials to record circulation history as directed.
9. Check out and check in borrowed library materials; maintain security of library materials by noting and reporting security issues and by participating in regular security checks.
10. Establish database status on requested patron holds and notify patron as necessary; run reports as needed to pull materials being requested; ready holds for patron pick-up; process interlibrary loans; process items in missing status; notify customers of availability of requested materials.
11. Process overdue notices according to established procedures.
12. Assist in maintaining a clean and orderly library environment; monitor patron activities to assure proper library conduct; maintain security of library facilities.
13. Mend and clean books, periodicals and non-print materials; repair books, magazines and newspapers and prepare for circulation.
14. Participate and assist with programming for various organizations regarding library services and programs.

15. Provide support for youth services including programs, bulletin boards and displays; summer reading programs and supervision of volunteers.
16. Provide support for computer-based materials; maintain various databases.
17. Prepare news releases and book reviews for the public media.

**OTHER JOB FUNCTIONS**

1. Demonstrate punctual, regular and reliable attendance which is essential for successful job performance.
2. Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.
3. Execute assignments, projects and job responsibilities efficiently and within defined timeframes; work independently and effectively with little direction.
4. Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions and recommend improvements in support of departmental goals.
5. Provide assistance to staff and higher level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.
6. Respect the value of diversity in the workplace and the community.
7. Perform other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Standard library functions, methods and organization.
- Library practices, policies, procedures and terminology.
- Dewey Decimal or current system of classification.
- Basic reference and bibliographic tools, techniques and procedures.
- Modern office practices, procedures and equipment.
- Operation of computer terminal and current technology used in the library or by patrons to access our collection.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Telephone and email techniques and etiquette.
- Computerized circulation and library catalogs.
- Provide information to patrons in a tactful and courteous manner.
- Assist patrons in locating and utilizing library materials.
- Perform general library duties related to the processing and circulation of library materials.
- Learn the location of books, periodicals and other materials in the library.
- Analyze situations accurately and adopt an effective course of action.
- Operate word processing and database software.

**TOOLS AND EQUIPMENT USED**

Operation of computers, and all other technology used in the library or by patrons to access our collection.

**PHYSICAL DEMANDS**

Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reaching overhead, above the shoulders and horizontally to shelve materials; sitting for extended periods of time; standing for extended periods of time; kneeling or crouching; lifting heavy objects; hearing and speaking to exchange information in person or on the telephone; seeing to read; carrying, pushing or pulling.

**WORK ENVIRONMENT**

Indoor work environment; regular interruptions; occasional contact with dissatisfied individuals.

**REQUIRED MINIMUM QUALIFICATIONS**

High school graduate or equivalent supplemented with two years of college-level training in liberal arts or a related field; and two years of library experience, *or* an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job. Must be computer literate and possess strong customer service skills.

**DESIRED QUALIFICATIONS**

Bilingual in Spanish.

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**APPLICATION AND SELECTION PROCEDURE:**

A completed City application and resume are required to apply. Applications may be found on the Human Resources page of the City of Walla Walla website: [wallawallawa.gov](http://wallawallawa.gov).

Applicants whose experience most closely meets the requirements of the position will be invited to continue in the selection process which will consist of an oral panel interview, reference inquiries and may include a criminal background check and consumer report. The incumbent will serve a six-month trial service period. Completed application packages can be mailed to:

**CITY OF WALLA WALLA-HR  
15 N. Third Avenue  
Walla Walla, WA 99362**

Email to [hr@wallawallawa.gov](mailto:hr@wallawallawa.gov) or faxed to (509) 524-7935.

**REASONABLE ACCOMMODATION:** The City of Walla Walla will provide reasonable accommodation to disabled applicants if requested. Please notify the Human Resources office at least 5 days prior to the need.

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***NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.***

***EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT EMPLOYER  
THE CITY OF WALLA WALLA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, GENDER,  
SEXUAL ORIENTATION, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.***

***MINORITIES AND WOMEN ARE ENCOURAGED TO APPLY.***