

ELYRIA PUBLIC LIBRARY

Inclusion, kindness, and respect infuse every chapter of our story!

JOB TITLE: LIBRARY TECH II

Department:	Circulation	FLSA Status:	Hourly Nonexempt
Location:	West River, Central, South, Keystone	Position Type:	Full-Time
Starting Salary:	\$12.26 Hourly	Hours/Week:	37.5
Supervisor:	Patron Services Manager, Branch Manager	Positions Supervised:	None

EPL's PATRON FIRST PROMISE

SMILE

Stay Positive, Professional, and Friendly – **Make** it Meaningful – **Initiate** Engagement –
Listen and Support – **Exceed** Expectations

Our commitment to creating extraordinary library experiences that positively engage patrons and leave a lasting impact!

JOB SUMMARY:

The Library Tech II is essential in fulfilling our Library's mission by being a steward of the collections, initiatives, and space. This role combines customer service, clerical support, and technology assistance to create engaging experiences for the diverse needs of the community. Specific job duties of a Library Tech II will vary, depending upon the assignment/department; and, so they may include providing passport support as an agent, and acting as a notary.

ESSENTIAL DUTIES:

Customer Service

1. Maintain a professional, friendly, and approachable demeanor, ensuring exceptional customer service and fostering an inviting environment for all library users.
2. Engage with patrons proactively to assess needs and provide personalized assistance.
3. Execute all operations of the circulation desk efficiently to facilitate effective service delivery.
4. Assist patrons with various transactions, providing friendly and helpful service.
5. Address patron concerns professionally and ensure adherence to Library policies.
6. Handle phone and electronic inquiries with a friendly and helpful demeanor, direct calls as necessary.
7. Act as a liaison between the library and patrons, advocating for shared goals and interests.
8. Stay updated on system-wide library programs, resources, and services to effectively recommend and promote them, enhancing patron awareness.
9. Collaborate to maintain a warm and inviting atmosphere by contributing to the cleanliness of space and arrangement of décor as directed.
10. Assist in facilitating patrons' access to external community resources and services by offering knowledgeable assistance and information sharing.
11. May act as a passport agent and/or may perform notary services.

Clerical Support

12. Perform various clerical tasks such as data entry, filing, and record maintenance as required.
13. Handle cash transactions accurately and securely, including fines, fees, and payments for library services.
14. Assist in program and display preparation to promote library services and collections as directed.
15. Maintain regular communication to discuss expectations, goals, and objectives.
16. Pursue continuous professional development and innovative strategies.
17. Demonstrate comprehensive knowledge of general library practices and consistently convey a positive image of the Library to the public and colleagues.

Technology Assistance

18. Operate and troubleshoot library equipment and technology proficiently.
19. Utilize technology for patron transactions and navigate E-media and circulation management software.
20. Stay informed about current library technologies and trends and provide basic assistance to patrons and colleagues to improve their library experience.

Collection Maintenance & Support

21. Perform collection maintenance duties such as shelve library materials, ensure library shelves are in order, shift library materials, and maintain displays as directed.
22. Perform minor repairs on materials as needed and promptly report maintenance issues.
23. Other duties as assigned.

POSITION QUALIFICATIONS:

Education: High School Diploma
Years of Relevant Experience: Three (3) or more years preferred
Years of Supervisory Experience: Three (3) or more years preferred
A valid driver's license, automobile insurance, and reliable personal transportation is required.

JOB REQUIREMENTS:

1. Possess exceptional customer service skills, including the ability to effectively engage with diverse audiences with inclusivity, kindness, and respect, both in public settings and one-on-one interactions.
2. Knowledge of library services.
3. Ability to use good judgment and practical reasoning when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public.
4. Excellent active listening and problem-solving skills.
5. Commitment to Diversity, Equity, and Inclusion (DEI).
6. Ability to assess, adapt, and adjust to meet patron needs.
7. Ability to establish and maintain effective working relationships with supervisor.
8. Ability to operate both general and role specific equipment and technology used by the Elyria Public Library, with or without accommodation.

WORK CONDITIONS:

1. The work environment entails common safety precautions consistent with office settings, including safe use of equipment, awareness of surroundings, and adherence to fire regulations.
2. The noise level in the work environment is usually quiet.
3. This position is performed in an office setting although off-site meetings in various settings occur.
4. Lifting objects [less than 50 pounds] and carrying them short distances [50 feet or less] is required.
5. May require working irregular hours, including evenings and weekends.
6. Some local travel by personal automobile is required. Occasional overnight travel may be required.
7. Consistent presence on the library floor and on feet while monitoring, assessing, and assisting patrons/staff in the use of the library and its equipment.

CORE COMPETENCIES:

- Customer Service
- Social & Emotional Intelligence
- Adaptability
- Problem Solving
- Collaboration
- Organizational Awareness
- Effective Communication
- Positive Outlook
- Advocacy
- Ethics

PERFORMANCE METRICS:

- Patron Engagement
- Patron Instruction
- Diversity, Equity, and Inclusion
- Customer Satisfaction
- Patron Awareness
- Innovation & Creativity
- Essential Technology Skills
- Continuous Education
- Administrative Efficiency
- Compliance

The purpose of this position description is to offer a comprehensive overview of the primary duties and responsibilities typically undertaken by individuals in this role. Employees may be asked to perform job-related tasks beyond those explicitly outlined in this document. Reasonable accommodations will be made for persons with disabilities covered by the American with Disability Act (ADA) in accordance with its requirements.
