



JOB TITLE	DEPARTMENT	JOB LEVEL	CLASSIFICATION
Technical Services Assistant	Technical Services	3	Part-Time Non-Exempt
REPORTS TO	SUPERVISES		REVISED
Director of Technical Services	N/A		12/2025

POSITION SUMMARY

Performs a variety of functions related to requesting, receiving, and delivering library materials for interlibrary loan and processing library materials or cleaning discs.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Respect for cultural differences and ability to work with people from a wide range of diverse backgrounds.
- Ability to communicate clearly and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values statements.
- Initiative and willingness to learn new tasks and responsibilities.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Ability to prioritize and manage time efficiently and effectively.
- Follows established safety rules and works in a safe manner.
- Delivers exceptional internal and external customer service.

ESSENTIAL FUNCTIONS

- Completes ILL or LINKin requests which may include a mix of:
 - Reviewing and prioritizing requests
 - Processing requests or unpacking items
 - Retrieving items from shelving or bins to assist with holds and transiting items
 - Check-in or check-out to libraries and/or patrons
 - Handling renewal requests or anomalies
 - Tabulating statistics
- Assists with processing library materials and/or cleaning discs.
- Other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Excellent verbal and written communication skills.

- Ability to interact professionally, patiently, and pleasantly with individuals of various ages and backgrounds.
- Ability to learn a variety of library-specific computer applications and equipment.
- Ability to take direction from and work with various levels of staff within the department and the library.
- Must be a self-starter with the ability to work independently and to function collaboratively as part of a team.
- Must be detail-oriented with good organizational skills.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- Customer service experience preferred.
- Experience with Microsoft Office.

TOOLS/EQUIPMENT

- | | |
|--------------------------|--------------------|
| • Automated Sorter | • Mouse |
| • Barcode Reader | • Movable Shelving |
| • Book Carts | • Postage Meter |
| • Computer | • Printer |
| • Copier/Fax | • RFID Equipment |
| • Disc Cleaning Machine | • Telephones |
| • Keyboard | • Two-way Radio |
| • Library Catalog System | |

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend and respond to others, both in person and through telephone conversations.
- Must be able to move and lift items weighing up to 50 pounds.
- Must be able to push a cart of items weighing up to 200 pounds.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to operate a computer and keyboard, laptop, printer, and other office equipment.
- Must have the ability to read computer screens, keyboards, barcodes, call numbers, and labels.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to tolerate equipment and environmental noise.
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 90 inches.
- Must be able to type with accuracy and attention to detail.
- Must be able to perform repetitive motions for extended periods of time.
- Must be able to work a variable schedule, which may include days, evenings, and weekends, and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.