

TECHNICAL SERVICES COORDINATOR

General Definition of Work:

Performs intermediate professional work in a specific phase of library operations. Work is performed under the regular supervision of the Collection Development Librarian and Library Director. Supervision may be exercised over a small group of subordinate personnel.

Essential Functions/Typical Tasks:

Overseeing supervising, and participating in the technical services phase of library operations; monitoring operations and continuously improves quality, performance and effectiveness of system-wide services; assisting patrons with library services; overseeing the preparation and maintenance of library records and files.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Responsible for training staff and the public on the use of library hardware and software
- Troubleshoots computer and related peripheral issues.
- Maintains ILS software.
- Works closely with County IT to resolve technological issues and/or implement new technology.
- Coordinates the implementation of new technology with vendors, staff and other County departments.
- Assists library patrons with the use of library computers and related technology and equipment.
- Resolves unusual or difficult questions.
- Instructs patrons in the use of library equipment.
- Tracks and reports relevant statistics.
- Handles financial transactions according to County policy.
- Acquires, catalogs, and processes all library materials according to national standards and library policies.
- Responsible for original cataloging of any materials for which no records are available.
- Monitors existing catalog records for consistency, and solve problems arising from varying cataloging standards.
- Shelves books and materials; shelf reads and straightens shelves.
- Reviews books and materials; make recommendations for new purchases; makes recommendations on purchase of equipment and/or supplies.
- Orders supplies.
- Opens and closes library as assigned.
- Oversees disposition, notification, recognition and processing of donations and memorials.
- Empties book drop.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Considerable knowledge of the principles, methods and practices of modern library science; of reference source material; and of equipment and materials utilized in library operations and as a service to patrons; digital lending methods and software. General knowledge of educational programs for citizens participation in the use of library facilities; and of publishing vendors from which to acquire materials, supplies, equipment and services. Working knowledge of office equipment and computers and applicable software applications. Ability to use reference materials; to demonstrate the use of library equipment; to solve problems within scope of responsibility; to establish and maintain effective working relationships with community leaders, professional groups, county departments, and the general public; and to speak and write effectively.

Education and Experience:

Graduation from a 4 year institution with degree in Library Science, Computer Science or a related field and considerable experience in professional library work. Graduate course work preferred.

Physical Requirements:

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, stooping, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions; 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; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and

thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Eligible for North Carolina Public Library Certification. May require possession of an appropriate driver's license valid in the state of North Carolina.

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