

## **TECHNICAL SERVICES COORDINATOR**

**Department:** Library  
**Division:** Information Services  
**Appointing Authority:** Library Director

**Grade:** 8  
**Revision Date:** 9/22  
**Bargaining Unit:** C

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### **Definition:**

General and routine technical services (cataloging and processing) duties in a municipal library that follow established routines; requires functional expertise in library operations and involves responsibility for the receiving, processing, adding, and retention of library materials; all other related work as required that is logical to the position.

### **Supervision:**

Works under the policy direction of the Library Director and Board of Trustees.  
Reports directly to and works under the supervision of the Assistant Director.

Performs no supervisory functions.

### **Environment:**

Varied work in a multi-task environment. Duties are performed under typical library/office condition. Operates standard library/office equipment.

Engages in various levels of contact with co-workers, outside organizations and individuals, and a diverse general public.

Errors in duties may cause bibliographic record inaccuracies in the regional catalog, difficulties in locating items on shelves, and damage to items that are improperly covered or packaged, resulting in poor customer service, disrupting circulation of materials between libraries, and an adverse impact on employee morale or public opinion, waste of public funds, or lower standards of library service for the city.

**Essential Functions:** *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Prepares all types of library materials for circulation.

Receives library materials: duties include unpacking boxes and receiving and matching invoices of all library materials. Copy catalogs materials into CWMARS database adhering to network guidelines. Withdraws materials from database. Seeks assistance from Assistant Director to resolve bibliographic problems and makes corrections as needed. Coordinates with vendors to make sure items come processed correctly and acts as primary contact to those vendors.

Maintains supplies required for processing materials. Assists in identifying better/more cost-effective methods and materials.

Communicates on a regular basis with the Assistant Director with information about cataloging or processing issues. Anticipates problems and contributes to solutions. Demonstrates continuous effort to improve operations, streamline work processes, decrease turnaround times, and work cooperatively and collaboratively to provide quality customer service.

Performs a variety of support tasks or other special projects.

Staffs circulation desk on a regular basis.

Attends workshops and continuing education training opportunities to enhance library skills relevant to the position.

**Minimum Qualifications:**

**Education and Experience:**

Bachelor's Degree from an accredited college; two years of public library experience; experience with an automated circulation system required; or any combination of education and experience that enables performance of all aspects of this position.

**Knowledge, Ability and Skill:**

Thorough working knowledge of technical services functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a Windows environment with proficiency in MS Office and G-Suite, required; knowledge of internet and database searching; familiarity with MUNIS and other database programs.

Requires ability to handle several tasks at once; ability to deal in an effective and courteous manner with members of the general public or outside vendors of diverse culture and linguistic backgrounds on a regular basis; ability to establish and maintain cooperative and positive working relationships with library staff.

Knowledge of general and library clerical methods and practices; of the general rules and regulations of the public library, of circulation procedures, and of the techniques and practices of customer service.

Requires ability to work accurately with close attention to details.

Ability to make minor decisions in accordance with library policies and procedures; to assist superiors in various phases of library work.

Ability to sort and file alphabetically and numerically; to read numbers and letters rapidly and accurately. Ability to follow oral and written instructions and to communicate effectively; ability to maintain composure in a stressful work situation and work with minimal to moderate supervision.

Must perform all aspects of job responsibilities with honesty and integrity.

**Physical Requirements:**

Varying physical effort required under typical office conditions include regular sitting, talking, walking, and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books, or other library materials up to thirty (30) pounds. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include telephone duties and the ability to interact with others.

Must be able to use hands to cover, tape, and otherwise manipulate books and supplies; reach across the circulation desk to receive books from patrons; lift books and other materials; bend down and reach up for such tasks as shelving books or emptying book drops.

**Special Requirements:**

Must successfully pass CORI/SORI checks; involves some night or weekend work as assigned.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

**Approved:**

EXECUTED 09/19/2022 AND ON FILE IN THE HR DEPARTMENT

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date

Revision History: 1/07, 3/10, 9/22

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Department Head

\_\_\_\_\_  
Mayor

['C' Review: \_\_\_\_\_]