

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Library Technician II**

Dept: **Various**

Job Code Number: **10516**

Reports to: **Various Supervisors & Managers**

Grade Number: **9, Represented**

Effective Date: **January 2009**

FLSA Status: **Non-exempt**

General Position Summary:

This is a paraprofessional position within a department. Provides necessary technical and clerical support for department and may provide training and assistance to new and lower level classifications.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Receive materials and enter into record management database such as OCLC, Access, integrated library system software or other software system used by the department. May include downloading, updating, deleting and creating records.
2. Perform database searches to locate materials, evaluate and determine availability.
3. Update and maintain data and database systems and ensure accuracy.
4. Create and prepare reports and other materials or documents. May update and maintain assigned manuals and documentation used within the department.
5. Manage incoming and outbound shipments. Prepare and sort incoming and outbound mail. Deliver all mail and packages. Prepare outbound shipments.
6. Process patron requests including placing holds on KCLS owned materials and request materials from other institutions.
7. Prepare and authorize invoices for payment. Reconcile account statements and research discrepancies.
8. Maintain inventory and order materials and/or supplies. Resolve problems which may include late orders, shortages, title changes and other discrepancies by working with vendors and/or others to reach resolution.
9. Correspond via e-mail, fax, letter, and phone with KCLS staff and/or outside vendors, contractors or patrons. Perform various clerical duties such as, filing, faxing, answering phones, photocopying, and meeting arrangements.
10. Prepare books for binding and mend books as needed.
11. Serve as a resource for others with questions or needing information. Research requests for information or materials as needed. Train new and lower level staff. May oversee or assist in overseeing workflow or assigning work.

Secondary Duties:

Secondary duties may include any or all of the following:

1. Assist others with office equipment.
2. Provide back up to others within department.
3. May provide clerical support at weeds.
4. Participate in meetings, conferences, and seminars.
5. Perform other related duties as necessary or assigned.

Communication:

The position typically has regular contact with KCLS staff and may also have regular contact with external customers, vendors and patrons. Contacts normally involve the exchange of routine and sometimes non-routine information that may require some discussion or explanation. Communications occasionally may contain discussion about sensitive or confidential matters.

Initiative:

The position generally operates from established and well-known procedures. The position typically is responsible for solving problems relating to own workflow and processes and may also work with others to solve problems at the department level. The position may have some responsibility for developing new procedures that impact the immediate work area or department. The position involves a moderate degree of complexity considering the variety of demands placed on it and the level of detail involved. The position operates independently with minimal supervision. The position encounters recurring work situations with occasional variation from the norm. Decisions are typically made within specific organizational policy constraints and guidelines.

Accountability:

The position encounters regular interruptions requiring some flexibility. The position foresees issues associated with own work and identifies future needs for supplies, equipment and resources. May also consider the work of others and participate in operational planning at the department level. Decisions typically affect the work unit but may on occasion have an impact across a limited number of work units. Work is occasionally checked by a supervisor or manager.

Leadership:

Position may have mentoring responsibility for lower level staff along with responsibility for role modeling and promoting KCLS values within the department. The position may occasionally have responsibility for promoting KCLS values as a representative of the organization to the public.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

A typical way of obtaining the ability to perform the job duties and responsibilities listed above and the knowledge, abilities and skills outlined below is through obtaining a high school diploma or GED equivalent and at least two years of related experience, or an equivalent combination of training and experience.

### Necessary Knowledge, Ability and Skills:

- Working knowledge of general library operations, functions, and services provided.
- Considerable knowledge of operations, functions, policies and procedures of the department.
- Considerable knowledge of office software programs.
- Considerable knowledge of an integrated library system and applicable modules, or database software systems such as Access, used by the department.
- Working knowledge of Internet based research.

### Ability to:

- Organize and prioritize multiple tasks.
- Train and assist others.
- Maintain flexibility in an environment with many interruptions.
- Analyze and solve problems and use independent judgment.
- Maintain accurate and detailed records.
- Work independently with minimal supervision.
- Work in a team environment.
- Resolve problems that may involve patrons.
- Learn and use assigned technologies and systems relevant to work assignments.
- Concentrate for long periods and work under time constraints.

### Skill in:

- Effective verbal and written communication with a variety of individuals.
- Using computer hardware and software.
- Establishing and maintaining good customer relations with internal and/or external “customers” and positive interpersonal relations with KCLS staff.
- Setting priorities and managing time.
- Reviewing, following and/or recording accurately detailed information and instructions.
- Using general office equipment.

## SPECIAL REQUIREMENTS

May require a valid Washington driver's license.

## PHYSICAL DEMANDS

Positions typically require frequent verbal communication, hearing, sitting, reaching, keyboarding, and repetitive motion of hands/wrists, handling, grasping, and use of visual senses. Requirements vary by position but may require pushing and pulling of up to 150 pounds and lifting and carrying from 5 – 50 pounds.

## WORK ENVIRONMENT

Work may be performed in a variety of environments such as office, library or shipping area. Work typically involves extensive close work (eyestrain), PC monitoring, and may require constant or frequent sitting, standing or heavy lifting.

### Advancement Possibilities: (depending on qualifications)

Library Technician III  
Division Assistant

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR

Final: 2001-07-31  
Revised: 2008-10-14