

Central Skagit Rural Partial County Library District

Position title	Technical Services Associate
Reports to	Technical Services & Consortium Manager
Direct reports	None
Exempt/Non-exempt	Non-exempt
Work from home:	None
2026 pay band	\$19.00 – \$24.70/hourly

Non-exempt, full or part-time depending on library needs. Benefits eligibility is dependent on regularly scheduled hours and will be listed in the position advertisement. This job description outlines the primary duties of the position but is not to be inclusive of all duties. Position responsible for all other duties that may be assigned by the supervisor or Library Director.

JOB SUMMARY

This position assists with the upkeep and maintenance of library technology and the processing and cataloging of purchased and donated materials. This position may also assist in providing services to library patrons.

KEY RESPONSIBILITIES

Cataloging

- Processes and catalogs a variety of purchased and donated materials, including books, periodicals, and DVDs, and updates collections as necessary
- Maintains accuracy of catalog records and inventory status. Processes system-generated statistical reports for collection analysis and inventory circulation control
- Updates the patron navigation database and map for the online catalog
- Repairs books and DVD covers
- Prepares late materials notices for mailing
- Provides assignments and instruction to volunteers

Customer Service

- Staffs customer service desk, answering questions regarding circulation, patron accounts, directions, events, and library services in person, over the phone, and via email
- Creates and manages patron accounts
- Checks materials out to patrons using the Integrated Library System
- Manages materials holds, including creating lockers for holds pickup
- Assists patrons with basic computer issues and using the self-checkout station

- Answers basic reference and reader's advisory questions and refers them to Specialists and/or Librarians when appropriate
- Collects damage/lost fines and copy/print fees
- Demonstrates a clear understanding of library policies
- Maintains a welcoming environment for patrons, including addressing code of conduct violations and other behavior issues

Circulation

- Searches for and retrieves in-house materials
- Assists with collection maintenance, including weeding and mending
- Works with circulation reports and overdue notices
- Prepares the library for opening and closing
- Maintains a neat and uncluttered workspace and service desk
- Demonstrates ability to exercise judgment in non-routine situations
- May assist in training future circulation employees
- Troubleshoots basic computer/printer issues at service desk
- Processes deliveries and prepares photocopies and faxes
- Prepares daily and weekly cash counts

Core Competencies

Work Ethic: Is productive, diligent, conscientious, punctual and efficient. Abides by policies and procedures. Participates in professional development activities.

Service Orientation: Seeks to understand the needs and expectations of patrons and strives to meet or exceed the needs. Treats customers with respect, responding to requests in a professional manner.

Communication: Concisely and accurately answers questions, explains or conveys information to the public and coworkers. Demonstrates effective oral and written communication skills.

Self-Management Skills: Effectively manages emotions and maintains a positive attitude. Works effectively and cooperatively with others. Manages time wisely. Prioritizes tasks appropriately and effectively multitasks.

Customer Relations: Understands the mission of the library and applies this while dealing with patrons. Communicates the importance of library services to the public. Treats all patrons and co-workers with courtesy and respect. Projects positive image of the library.

Library Technology: Proficient in operating computer equipment and utilizing various software programs. Proficient in electronic search techniques in the library catalog, online databases and the Internet. Proficient in operating other office technology including FAX, copier, printer, etc.

Professional Maturity: Manages conflict and diffuses situations. Knows when to refer an issue to the Director or when to notify police or emergency services. Maintains confidentiality.

Working Conditions

Weekday and Saturday work required. Continual and demanding contact with the public. Tasks may be repetitive and may require sitting or standing for long periods. Ability to work both independently and as part of a team. Tasks may require attention to detail. Must work with all age groups from toddlers to senior citizens. Will have to use step stools, book trucks, vacuums, and dollies. May have to lift up to 45 pounds. May encounter dusty situations or situations where climate control is not available.

Physical Demands

Locate and obtain books and materials of a wide variety of shapes and sizes; stand or sit at a computer workstation for extended periods of time (high manual dexterity, limited movement or change of position); reach library materials at high and low levels (bending, stooping, squatting, twisting, turning, and reaching above head using a stool required); use of repetitive motion of hands and arms; push fully loaded book carts across the library room, lift and carry materials which may weigh up to 45 lbs. (boxes of books, equipment, furniture), push/pull up to 100 pounds (on dollies or wheeled book carts) and do speed work with hands and forearm rotation; visual acuity needed to read computer screens, library material spine labels, etc.; may be exposed to dust and changes in temperature.

Disclaimer

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities to do the job. Rather they are intended only to describe the general nature of the job.