

## TECHNICAL SERVICES COORDINATOR

### TYPICAL RESPONSIBILITIES OF POSITION (24 hours per week)

Work involves responsibility for a variety of technical procedures related to maintaining the catalog, managing interlibrary loans, physically processing new materials, donations, damaged materials, and weeded items as part of a collaborative, patron-focused team.

**DUTIES AND RESPONSIBILITIES:** The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Collection responsibilities
  - a. Maintains accuracy of the public catalog through copy cataloging, coordination with Northern Waters Library Service (NWLS) centralized cataloging, deletion/suppression of records, etc. Some original cataloging, with training.
  - b. Uses, provides input for, and communicates consortium cataloging standards.
  - c. Assists the director in evaluating donated items for inclusion in the collection.
  - d. Physically processes items to add to collection.
  - e. Monitors collections for materials that need to be repaired, cleaned, replaced, or shifted.
  - f. Repairs and cleans damaged materials.
  - g. Verifies collection deliveries against invoices.
  - h. Implements measures to improve accessibility/findability of library items.
  - i. Creates documentation for position tasks to aid in cross-training.
  - j. Resolves routine problems in technical procedures.
  - k. Trains library staff and volunteers, as directed, for technical services tasks.
  - l. Maintains file of periodical holdings for renewal status.
  - m. Maintains "New" shelves and helps promote additions to the collection.
  - n. Coordinates with Director by providing pricing/purchasing and/or donation documentation of cataloged materials for record-keeping.
  - o. Inventories technical services supplies and works with Library Director on ordering required supplies.
2. Interlibrary Loan responsibilities
  - a. Ensures NWLS and WISCAT delivery runs smoothly, communicates with delivery service and NWLS regarding scheduling changes, and ensures delivery supplies are available.
  - b. Remains current with interlibrary loan procedures and communication through the statewide WISCAT system.
  - c. Maintains documentation and provides cross training to other staff members.
3. Circulation and Patron responsibilities (shared by all staff)
  - a. Performs circulation desk duties when needed; including, but not limited to, issuing library cards, checking materials in and out, greet and direct patrons on locating materials, answer phone and collecting payments for fines and services.
  - b. Assists patrons of all ages in the use of library materials, navigating the internet, use of library databases and technology including eBook inquiries. Provides reference service to patrons in person, on the phone, and email.

- c. Assists patrons in the selection of books and materials, placing holds on items via NWLN and WISCAT software.
  - d. Receives concerns and refers responses to Director.
- 4. Organizational responsibilities
  - a. Works with the Library team to promote services, collections, and events.
  - b. Assists Library team with general cleanliness and functionality of public spaces and technology.
  - c. Prepares library for opening and closing.
  - d. Assists with collection maintenance including shelf reading and straightening, flagging books for repair/deletion/replacement, and sorting donated materials.
  - e. Keeps updated on library plans and activities, including regularly reviewing archival information in email, personal files, and Library communications documentation.
  - f. Communicates regularly with Director regarding issues and suggestions related to job responsibilities.
  - g. Attends training workshops and informational meetings related to the position.
  - h. Performs other related work as needed and directed by Library Director.
  - i. Creates and maintains documentation of all tasks for staff cross-training purposes.
- 5. With permission from the Director, attends continuing education workshops and informational meetings related to the position.
- 6. Monitors communications from Northern Waters and adjusts practices to be aligned with system/network guidelines.
- 7. Performs other related work as needed or as directed by Library Director.

## **SKILLS**

1. Good knowledge of automated systems as they apply to book processing.
2. Good communication skills, both in person and through writing, as well as ability to understand and follow written and oral instructions.
3. Ability to maintain patron confidentiality and follow policy and procedure.
4. Considerable ability to pay attention to detail, prioritize tasks, and manage deadlines.
5. Customer service experience.

## **QUALIFICATIONS**

1. High school diploma/GED plus some library technical services experience OR completion of two or four-year college degree, particularly in library technology or a related field, preferred.
2. Training in cataloging principles and use of Integrated Library System software will be provided, but prior knowledge in these areas is preferred.
3. Strong skills in problem-solving, collaboration, and customer service.
4. Computer and technology experience, including but not limited to Google Drive tools (docs, sheets, calendar, etc.), familiarity with Windows and Android devices, comfort with remote meeting platforms (ex: Zoom), and basic technology troubleshooting.