



Job Title: Learning Services Technician

CLASSIFICATION DESCRIPTION

Department: Learning Resources

Pay Grade: 101

FLSA Status: Non-exempt

Remote Work Eligible: No

JOB SUMMARY

This position provides: customer service at the circulation desk; shelves, locates and withdraws materials; and compiles data. Duties may include: checking materials in and out; compiling statistics on circulation desk activities; maintaining reserved materials, periodicals, and similar collections; sending overdue notices; entering information into a database; and making monetary deposits.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Provides circulation services which includes: searching for items via the computer and physically looking in the stacks; pulling materials for holds or projects; answering inquiries; preparing and disseminating notifications of overdue items; and performing related activities.
- Participates in collection maintenance activities, which includes: retrieving and processing materials, including magazines and newspapers; recording and adding temporary records into applicable computerized system; putting materials in stacks; pulling old materials to shelf elsewhere; checking in materials; and performing related activities.
- Performs a variety of technical duties including collecting fines and payments; sending overdue notices; entering information into a database; and making monetary deposits.
- Orders and processes leased books.
- May receive and process new material orders; retrieve and sort mail; or answer phones.
- Prepares and maintains a variety of operational records.
- Submits work orders for maintenance; prepare binding tickets for materials needing repair.
- May participate in outreach programs including the creation of flyers and displays.
- Schedules and confirms student room reservations.
- Instructs patrons on the use of cloud-based pay-for print system; collects payments for print cards; and maintains/troubleshoots printing issues.
- May create student ID cards.
- Performs other duties as assigned.

Prepared: February 2023

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

High school diploma or equivalent; one (1) year of related library support experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Customer service principles;
- Basic library principles and practices;
- Modern office procedures; and
- Computers and related software applications

Skills in:

- Providing customer service;
- Processing incoming and outgoing library materials;
- Providing clerical support;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Deal with difficult patrons.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Alternative Basic Library Education (ABLE) certification, through free, online course from the Idaho Commission for Libraries desired.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	X
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	
Crouching – bending body forward by bending leg, spine.	X	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	X
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	X
Fingering – picking, pinching, typing, working with fingers rather than hand.		Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	

Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work:* Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work:* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work:* Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work:* Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

May be subjected to dust, poor ventilation, inadequate lighting, and workspace restrictions.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.