

LIBRARY TECHNICIAN I – Part Time

West Feliciana Parish Library is looking to hire a Library Technician I. This is part-time position Monday – Wednesday 3 PM to 7 PM and every other Saturday. If you are interested in applying, resumes may be emailed to sdavis@wfplibrary.org.

This job posting will close on April 16, 2025 at 5 PM.

As a Library Technician I, your primary role is staffing the circulation desk. You will be the welcoming face of the library, helping patrons check out materials, answering questions, assisting with computers, and keeping things running smoothly. This position is ideal for someone who enjoys being “one of the helpers,” is proficient with technology, takes pride in creating a positive experience for all library visitors, and who of course, loves a good book.

ESSENTIAL JOB FUNCTIONS

Customer Service & Patron Interaction

- Greet everyone who visits the library and maintain positive customer interactions
- Answer phones and respond to patron inquiries, contact patrons via phone or email as needed
- Issue new library cards and update patron records
- Assist patrons in locating and selecting materials
- Provide information about books, media, programs, and services
- Instruct patrons on the use of library resources including the catalog, databases, and digital library
- Assist with reference questions and general reader’s advisory
- Provide basic tech support for library equipment (computers, printers, fax, Wi-Fi printing)
- Reserve meeting rooms

Circulation & Materials Handling

- Check materials in and out; renew items; empty book drop, search for and process reserves
- Sort, shelve, and shift library materials as needed
- Identify cataloging errors and damaged materials and process accordingly
- Maintain orderliness of shelves, newspapers, and other library materials

Administrative & Operational Support

- Follow procedures for opening, closing, and securing the library
- Monitor the library calendar and record reference transactions
- Collect and record library revenue
- Maintain general cleanliness and tidiness of library spaces including picking up after patrons and straightening furniture

Other Duties as Needed

- Attend staff meetings, webinars, workshops, and training sessions
- Assist with implementation of library programming
- Assist with creating displays, newsletters, bookmarks, and other promotional materials.
- Apply labels and covers, attach bar codes, stamp material
- Clean and repair materials. Stamp discarded, destroyed/dated materials

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

REQUIRED EDUCATION / EXPERIENCE

- High School diploma or equivalent

REMOTE WORK

Remote work is not an option for this position as job duties necessitate being physically in the library building.

REQUIRED KNOWLEDGE / ABILITIES / SKILLS

- Knowledge and understanding of the Library's mission, values and strategic priorities.
- Strong customer service skills and commitment to public service.
- Ability to operate computers, equipment, software and systems.
- Effective communication and interpersonal skills and a positive attitude.
- Sound judgment and problem-solving skills, including ability to handle unexpected situations.
- Strong teamwork skills, including flexibility to fill in during scheduling emergencies and vacation periods.
- Knowledge of current technology and technological trends.

Library Skills

- Library Circulation Software (ILS) – Knows how to navigate the library's integrated library system (ILS) to check materials in and out, process renewals, manage holds, and update patron records.
- Online Catalog & Search Skills – Knows how to use the library's online catalog (OPAC) to help patrons find materials, check availability, and place holds. Can guide users in searching by title, author, subject, or keyword and explain how to navigate their library account.
- Library Resources – Familiar with digital resources available through the library such as CloudLibrary, State Library Databases, Udemy. Helps patrons with account setup, authentication, and common access issues (e.g., PIN resets, CloudLibrary logins, or database login troubleshooting).

Clerical Skills

- Phone, Email, and Collaboration Tools – Proficient with multi-line phone systems, email, calendar applications, and collaboration tools in Office 365.
- Familiarity with office software (e.g., word processing, spreadsheets, email systems)
- Keyboarding & Data Entry – Accurately enters patron information, item barcodes, and circulation transactions using a keyboard and numeric keypad.
- Basic Printing & Peripheral Use – Common faxing, printing, scanning, and copying tasks on multi-function devices.

Digital Skills

- User Interface Literacy – Recognizes and navigates common UI elements (e.g., hamburger menus, toolbars, drop-down menus) and uses in-app help features to troubleshoot issues independently.
- Web Navigation – Efficiently searches for information, uses bookmarks, manages browser settings (cookies, cache, pop-ups), and navigates websites to assist patrons.
- Cybersecurity Awareness – Understands safe password practices, recognizes phishing attempts, and follows data security protocols to protect both patron and library information.

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

- Ability to sit and use computers for extended periods of time
- Ability to move and/or lift materials up to 25 pounds
- Regularly required to stand, walk, bend, kneel, and reach
- Regularly required to talk and/or hear; use hands to operate objects, tools, and controls; and reach with hands and arms
- Vision and hearing at or correctable to "normal ranges"



- Ability to communicate effectively with individuals in person, over the telephone, in print
- Ability to file books, periodicals, files, reports, notebooks, etc. on shelves ranging from 1 to 7 feet from the floor

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. West Feliciana Parish is an Equal Opportunity Employer.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Employee Signature below constitutes employee’s understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____