

BRANCH DISTRICT LIBRARY SYSTEM  
JOB DESCRIPTION  
DIRECTOR  
August 28, 2003

**REQUIRED CREDENTIALS**

Masters Degree in Librarianship/Information Science from an American Library Association accredited university.

Four years or more of professional experience past the Masters Degree.

Qualify for State of Michigan's Permanent Professional Librarian Certification.

Valid Drivers License.

**SUPERVISION GIVEN**

All employees of Branch district Library System.

**SUPERVISION RECEIVED**

The Director is considered the executive officer of the Board and shall have sole charge of the administration of the Library under the direction of the Branch District Library Board.

Under the direction of the Branch District Library Board, the Director serves as executive officer, planning and directing the services of the library system to provide the residents of Branch County with library collections and services to meet their educational, informational and recreational needs. It is the responsibility of the Director to make policy recommendations to the Library Board and to assure that approved policies are followed. The Director is responsible to oversee the daily operations of the library to ensure the highest quality service and resource utilization and to maximize the effectiveness of budget allocations.

The Director has good organizational skills and is able to communicate effectively in writing and orally. He or she is self directed and able to work independently under board policies, assuming responsibility for the smooth operation of Branch District Library System. The individual must be able to make sound administrative decisions and policy interpretations. The Board expects the Director to be flexible and meet deadlines within time constraints. The position requires a person who can think analytically and develop or revise systems, procedures, or work flow. He or she must exercise sound interpersonal skills in staff, patron, Board, and community relationships.

**I. Administration:**

- a. Coordinate manager/librarian activities and services under their supervision.
- b. Hold regular staff meetings to:
  - Discuss problems, integrate activities within branches, and develop new programs, schedule activities, schedule staff training, and other activities.
  - See that all services are coordinated with departments affected such as branches and children's services.

- c. Represent the board as requested to:
  - The community, governments, agencies, and organizations.
  - The Library of Michigan.
  - Woodlands Cooperative.
- d. Be directly responsible to the Branch District Library Board:
  - Discuss and plan policy.
  - Develop long range plan of service.
  - Report on circulation and services.
  - Establish yearly budget.
  - Discuss monthly financial statement.
  - Submit current bills listing.
  - Report on activities at the libraries.
- e. Assure that all notices, agenda, and minutes required by the Open Meetings Act and other laws applicable to the library are prepared timely, available to the public, and mailed or delivered to Board members.
- f. Be informed of all laws affecting the operation of the library and consult with the Board's attorney as needed or directed by the board.
- g. Meet monthly or as needed with the various branch advisory boards, and friends groups of Branch District Library to keep them informed on operations and services of the library.
- h. Facilitate communications and projects by various advisory boards and friends groups with the Branch District Library Governing Board.
- i. Support and encourage friends of the library groups.
- j. At the direction of the board meet with the various governmental units (townships, cities, villages, and County) whenever needed to develop services and discuss any other issues.
- k. Seek, apply and administer grants, gifts, and donations.

**II. Finances:**

- a. Prepare a preliminary budget for the board based on past programming and future expectations.
- b. Monitor the approved budget through out the year to assure conformity to budget limits.
- c. Discuss, supervise, and monitor financial reports, payroll, accounting, and bookkeeping records and functions with the library's independent accounting firm.
- d. Monitor library investments under Board approved policies.

**III. Personnel:**

- a. Assure employees are evaluated yearly and retain records of personnel.
- b. Interpret and review Personnel Manual on an as needed basis.
- c. Hire, supervise, evaluate and discipline all salary and hourly employees, with dismissal subject to board approval.

**IV. Building Maintenance:**

- a. Responsible for overseeing building maintenance on the Clarke Building.

- V. **Leadership and Guidance:**
- a. Cultivate an atmosphere for staff to provide helpful, friendly service to patrons.
  - b. Focus staff on high quality public service.
  - c. Provide the guidance for resource development which meets the educational, informational, and recreational needs of our patrons.
  - d. Interact with individuals and community to increase library awareness.
  - e. Prepare comprehensive reports and present ideas clearly.
- VI. **Skill Requirements:**
- a. Sound knowledge of computers, Internet, and information processing the library environment.
  - b. Keyboarding.
  - c. Knowledge of books and other media offered by the library.
- VII. **Physical Requirements:**
- a. Accurately observe operations and behaviors in public/staff areas.
  - b. Walk, stoop, bend, reach and able to lift at least 20 lbs.
  - c. Respond to spoken word.

## JOB DESCRIPTION

**Job title:** Assistant Director and Technology/Information Specialist

**Reports to:** Director, BDLS

### **Nature of Work:**

This professional position as Assistant Library Director and Technology/Information specialist is responsible for oversight of the library technology resources. This entails supervisory and troubleshooting skills, software upgrades, teaching computer techniques to staff and patrons, and participating in the selection of electronic resources for public access. The employee will represent the library's interests within the community and on local and regional committees.

An employee in this classification has demonstrated a comprehensive knowledge of library collections, personnel responsibilities, and services. Positions in this classification require responsible, resourceful persons with a broad base of knowledge and professional library training. This employee works in close contact with the public and must understand the principles and techniques of public library service.

### **Supervision**

In charge of the library in absence of director

Serves as library liaison to Library of Michigan to implement the library system's move to MeLCat

Supervises interlibrary loan staff and others as needed

### **Work Examples**

Manages (plans, evaluates, implements and supervises) technology resources of entire library system, including (but not limited to):

- Overseeing the library automation system
- Recommending software and hardware computer upgrades
- Developing and/or revising the library website
- Selecting electronic resources for public access in consultation with other staff
- Maintaining inventory of all library technology assets
- Overseeing book selection in specific areas
- Monitoring service contracts for computer maintenance
- Troubleshooting and performing minor repairs or arranging for repairs to library technology resources
- Remaining reasonably available on call in the event of a network or other system failure
- Handling Universal Service Fund documents & submission

Works public services areas as needed.

## MINIMUM QUALIFICATIONS & REQUIREMENTS

### *Education*

Must have a Masters degree in library or information science from an American Library Association accredited university program.

### *Preferred Experience*

Four years proven experience working with automated systems preferably in a public library setting.

Recognized ability to supervise library personnel

### *Certification*

Must be able to be certified by the Library of Michigan as a Professional Librarian

### *Abilities*

Must be able to:

Operate computers, printers, copiers, & other equipment commonly utilized in a library  
Communicate effectively orally and in writing.

Work a varied schedule including weekends, evenings, and on call as needed.

Recognize and set priorities, plan and organize own work and that of others, coordinate workload with other employees.

Qualify for a Michigan Drivers License.

### *Personal Skills*

Must be able to:

Read, write, speak and understand the English language.

Work effectively in daily activities as well as responding to unique situations and problems.

Provide guidance and support to personnel under supervision.

Use independent judgment and make good decisions when analyzing and resolving problems relating to patrons and staff.

### *Technical Skills*

This position requires:

Proficiency in XHTML, CSS, JavaScript, PHP, and other web technologies

Proficiency in graphics creation and manipulation

Familiarity with Mac OS, Linux, Windows, and other desktop and server platforms as needed

### *Physical Demands*

This position requires:

Walking, stooping, and bending activities.

The ability to lift and/or move up to 50 pounds and push/pull carts up to 150 pounds.

Close vision and focal adjustments.

The ability to finger, handle, or feel objects, tools, or controls.

The ability to reach with hands and arms.  
The ability to drive to remote locations.

*Work Environment*

This job is performed indoors in a library setting at one of six locations in Branch County and includes extensive close work at computer terminals. There may be some exposure to hostile individuals.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work involves professional library skills, is similar, related or a logical assignment to the position.

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

rev. August 11, 2006

**Branch District Library  
Youth Services Coordinator  
Job Description**

**Summary**

The Youth Services Coordinator has responsibility for supervising the Kids' Place clerks and coordinates the publicity and programming functions of the Branch District Library. He/she also coordinates Youth Services activities, desk procedures, and staff training. This is a permanent part time position for 21 hours per week. The work schedule may include some nights and weekends.

**Duties performed**

- Open and close the department and building.
- Check-out and renew materials.
- Deal with patrons who have fines or overdue materials.
- Assist patrons with the Online Public Access Catalog (OPAC).
- Assist patrons with use of the collection, both by telephone and in person.
- Assist patrons with signing up for computer time.
- Assist patrons with Public computers including the Internet, word processing and any other help needed.
- Shelving library materials.
- Maintain magazine and newspaper collections.
- Maintain ongoing craft station.
- Create book displays
- Collection Development for assigned areas.
- Maintain supplies needed at Kids' Place desk.
- Answer routine questions using the Library collections including electronic resources.
- Participate in library marketing efforts.
- Develop, schedule and perform story times and related activities.
- Develop, schedule and perform programs for teens.
- Develop, schedule and perform special events.
- Read Children's and YA materials.
- Check materials for damage.
- Clean/Wash materials, computer areas, furniture and toys.
- Write monthly newsletters (for BDL Board, local newspapers and patrons).
- Soliciting, collecting and processing donations.
- Plan, organize and implement BDL's Summer Reading program.
- Make packets for Coldwater Community Schools' Kindergarten Registration.

**Authority to make decisions**

- Within the policies of the library, the Youth Services Coordinator should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Director

or Assistant Director in his/her absence.

### **Supervision given and received**

- The Youth Services Coordinator is supervised and evaluated by the Director.
- The Youth Services Coordinator is interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

### **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn location of all materials in the Library Collection
- Will learn to use the Online Public Access Catalog (OPAC)
- Will learn to use Library equipment, including telephone, copy machines, scanners, printers and computers.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.

### **Skills, experience, education required**

- The Youth Services Coordinator must have a bachelor's degree.
- Good communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority
- Certain specific duties require additional reference, programming, or computer skills.

### **Working conditions**

- Environmental conditions: Exposure to computer screens; irregular work hours.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects of moderate weight.

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**Job description:  
Part-Time BDL IT assistant**

- Helps with the maintenance of all computing hardware in all 6 library branches,
- Helps maintain and deploy software updates on all desktop computers.
- Keeps the technology hardware inventory is up to date.
- Helps to maintain accurate and complete documentation.
- Provides desktop support to staff and patrons.
- Other duties as required.

**Requirements:**

- Reliable transportation.
- Familiarity with MS Windows-based desktop computers.
- Familiarity with typical office and word processing software.
- Basic knowledge of Macintosh and Linux desktop computers.
- Basic knowledge of wired and wireless computer networking.

**Physical Requirements**

- Ability to lift up to 50 pounds.

**Desired Skills**

- Familiarity with Macintosh and Linux desktop computers.
- Familiarity with Linux servers.
- Experience with web technologies.
- Any computer programming experience.

**Reports to**

- The Library Systems Administrator.
- 20 hours/week. Hours are flexible, though some nights and weekends will be required for upgrades and maintenance. Typical shifts would last until our busiest times in the computer

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labs: until 5:00 or 6:00 in the evening.

**Benefits**

- Mileage reimbursements for travel to library branches.

**Wage Information:**

**Branch District Library  
Branch Manager  
Job Description**

**Summary**

Branch Managers have a broad range of duties and responsibilities. Their primary responsibility is to be able to provide service to the public required, develop and execute programming for the public, and to maintain and manage collections in the branch location. This position supervises one staff member.

**Duties performed**

- Open and close the building.
- Check-out and renew materials.
- Handle Holds at all stages. Contact patrons about ILL and Hold materials.
- Deal with patrons who have fines or overdue materials.
- Collect fines and fees.
- Initiate new patron applications.
- Help patrons use copy machines and keep them supplied.
- Assist patrons with printing and keep it supplied.
- Assist patrons with the Online Public Access Catalog (OPAC).
- Assist patrons with use of the collection, both by telephone and in person.
- Assist in the location of missing items.
- Assist patrons with Public computers including the Internet, word processing and any other help needed.
- Maintenance of public restrooms (making sure they are stocked, clean and that toilets and sinks are operational).
- Shelving library materials.
- Filing DVDs.
- Enter new patrons into the circulation system.
- Maintain magazine and newspaper collections.
- Plan and present programs for adults.
- Plan and carry out Library displays, programs and promotional materials highlighting events or topics of interest to adults and children (National Library Week, etc.).
- Participate in library marketing efforts.
- Repair materials.
- Ordering library materials.
- Processing ILL requests.
- Minor building maintenance.
- Assist patrons with reference questions.
- Supervise Branch Clerk.

## **Authority to make decisions**

- Within the policies of the library, Branch Managers should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Director or the Assistant Director in his/her absence.

## **Supervision given and received**

- Branch Managers are supervised and evaluated by the Director.
- Branch Managers are interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

## **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn location of all materials in the Library Collection.
- Will learn to use the Online Public Access Catalog (OPAC).
- Will learn to use Library equipment, including telephone, copy machines, scanners, printers and computers.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.

## **Skills, experience, education required**

- Branch Managers must be high school graduates, some college preferred.
- Good communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority.
- Certain specific duties require additional reference, programming, or computer skills.

## **Working conditions**

- Environmental conditions: Exposure to computer screens; irregular work hours.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects of moderate weight.

**Branch District Library  
Clerk - Circulation  
Job Description**

**Summary**

Circulation Clerks have a broad range of duties and responsibilities. Their primary responsibility is to be able to provide service to the public required at the Public Services Desk. In addition, after a suitable training period has been completed, each clerk may be assigned one or more specific specialized jobs for which the employee will be responsible.

**Duties performed**

- Open and close the building.
- Work the cash register and secure money at close.
- Check-out and renew materials.
- Handle Holds at all stages. Contact patrons about ILL and Hold materials.
- Deal with patrons who have fines or overdue materials.
- Initiate new patron applications.
- Help patrons use copy machines and keep them supplied.
- Assist patrons with printing and keep it supplied.
- Assist patrons with the Online Public Access Catalog (OPAC).
- Assist patrons with use of the collection, both by telephone and in person.
- Assist in the location of missing items.
- Direct incoming phone calls.
- Assist patrons with signing up for computer time.
- Assist patrons with Public computers including the Internet, word processing and any other help needed.
- Maintenance of public restrooms (making sure they are stocked, clean and that toilets and sinks are operational).
- Shelving library materials.
- Filing DVDs in the Circulation closet.
- Enter new patrons into the circulation system.
- Maintain magazine and newspaper collections.

**Authority to make decisions**

- Within the policies of the library, Circulation Clerks should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Director or the Assistant Director in his/her absence.

## **Supervision given and received**

- Circulation Clerks are supervised and evaluated by the members of the management group.
- Circulation Clerks are interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

## **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn location of all materials in the Library Collection
- Will learn to use the Online Public Access Catalog (OPAC)
- Will learn to use Library equipment, including telephone, copy machines, scanners, printers and computers.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.

## **Skills, experience, education required**

- Clerks must be high school graduates.
- Good communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority
- Certain specific duties require additional reference, programming, or computer skills.

## **Circulation Clerk – Tasks typically assigned from the following list:**

- Make recommendations regarding collection development and maintenance
- Maintain supplies needed at Circ desk
- Answer routine questions using the Library collections including electronic resources.
- Plan and present programs for adults
- Plan and carry out Library displays, programs and promotional materials highlighting events or topics of interest to adults (National Library Week, etc.)
- Participate in library marketing efforts
- Other duties as assigned

## **Working conditions**

- Environmental conditions: Exposure to computer screens; irregular work hours.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects

of moderate weight.

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## **Branch District Library Clerk – Interlibrary Loan Job Description**

### **Summary**

Interlibrary Loan Clerks have a broad range of duties and responsibilities. Their primary responsibility is to process interlibrary loan requests made by both BDL patrons and other MelCat libraries. In addition, after a suitable training period has been completed, each clerk may be assigned one or more specific specialized jobs for which the employee will be responsible.

### **Duties performed**

- Process Incoming materials from other libraries.
- Process and send materials to other libraries.
- Pull and process patron holds.
- Process and notify patrons of fines.

### **Authority to make decisions**

- Within the policies of the library, Interlibrary Loan Clerks should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Director or the Assistant Director in his/her absence.

### **Supervision given and received**

- Interlibrary Loan Clerks are supervised and evaluated by the Assistant Director.
- Interlibrary Loan Clerks are interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

### **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn to use INN-Reach.
- Will learn location of all materials in the Library Collection.
- Will learn to use the Online Public Access Catalog (OPAC).
- Will learn to package and send out library ILL materials in accordance with BDL and RIDES policy.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.



**Skills, experience, education required**

- Clerks must be high school graduates; substantial college background is preferred.
- Certain specific duties require additional or computer skills.

**Working conditions**

- Environmental conditions: Exposure to computer screens.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects of moderate weight.

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**Branch District Library  
Clerk – Kids' Place  
Job Description**

**Summary**

Kids' Place Clerks have a broad range of duties and responsibilities. Their primary responsibility is to be able to provide service to the public required in Kids' Place. In addition, after a suitable training period has been completed, each clerk may be assigned one or more specific specialized jobs for which the employee will be responsible.

**Duties performed**

- Open and close the department and building.
- Check-out and renew materials.
- Deal with patrons who have fines or overdue materials.
- Assist patrons with the Online Public Access Catalog (OPAC).
- Assist patrons with use of the collection, both by telephone and in person.
- Assist patrons with signing up for computer time.
- Assist patrons with Public computers including the Internet, word processing and any other help needed.
- Shelving library materials.
- Maintain magazine and newspaper collections.
- Maintain ongoing craft station.
- Create book displays
- Read Children's and YA materials
- Check materials for damage
- Clean/Wash materials, computer areas, furniture and toys

**Authority to make decisions**

- Within the policies of the library, Kids' Place Clerks should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Youth Services Coordinator or the Director or Assistant Director in his/her absence.

**Supervision given and received**

- The Kids' Place Clerks are supervised and evaluated by the Youth Services Coordinator.
- Kids' Place Clerks are interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

## **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn location of all materials in the Library Collection
- Will learn to use the Online Public Access Catalog (OPAC)
- Will learn to use Library equipment, including telephone, copy machines, scanners, printers and computers.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.

## **Skills, experience, education required**

- Clerks must be high school graduates.
- Good communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority
- Certain specific duties require additional reference, programming, or computer skills.

## **Kids' Place Clerk – Tasks typically assigned from the following list:**

- Make recommendations regarding collection development and maintenance.
- Maintain supplies needed at Kids' Place desk.
- Answer routine questions using the Library collections including electronic resources.
- Participate in library marketing efforts.
- Develop, schedule and perform story times and related activities.
- Develop, schedule and perform programs for teens.
- Develop, schedule and perform special events.
- Other duties as assigned.

## **Working conditions**

- Environmental conditions: Exposure to computer screens; irregular work hours.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects of moderate weight.

**Branch District Library  
Clerk - Reference  
Job Description**

**Summary**

Reference Clerks have a broad range of duties and responsibilities. Their primary responsibility is to be able to provide service to the public required at the Public Services Desk. In addition, after a suitable training period has been completed, each clerk may be assigned one or more specific specialized jobs for which the employee will be responsible.

**Duties performed**

- Open and close the building.
- Work the cash register and secure money at close.
- Check-out and renew materials.
- Handle Holds at all stages. Contact patrons about ILL and Hold materials.
- Deal with patrons who have fines or overdue materials.
- Initiate new patron applications.
- Help patrons use copy machines and keep them supplied.
- Assist patrons with printing and keep it supplied.
- Assist patrons with the Online Public Access Catalog (OPAC).
- Assist patrons with use of the collection, both by telephone and in person.
- Assist in the location of missing items.
- Direct incoming phone calls.
- Assist patrons with signing up for computer time.
- Assist patrons with Public computers including the Internet, word processing and any other help needed.
- Maintenance of public restrooms (making sure they are stocked, clean and that toilets and sinks are operational).
- Shelving library materials.
- Filing DVDs in the Circulation closet.
- Assist patrons with advanced computer usage.
- Assist patrons with reference questions.
- Assist patrons by submitting ILL requests.
- Enter new patrons into the circulation system.
- Maintain magazine and newspaper collections.
- Make recommendations regarding collection development and maintenance.
- Maintain supplies needed at Circulation desk.
- Answer routine questions using the Library collections including electronic resources.
- Handle ordering of ILL items.
- Plan and present programs for adults.
- Plan and carry out Library displays, programs and promotional materials highlighting events or topics of interest to adults (National Library Week, etc.).
- Participate in library marketing efforts.
- Other duties as assigned.

## **Authority to make decisions**

- Within the policies of the library, Reference Clerks should be able to make common sense judgments to assist Library patrons.
- Questions concerning the validity of any library policy should be referred to the Director or the Assistant Director in his/her absence.

## **Supervision given and received**

- Reference Clerks are supervised and evaluated by the members of the management group.
- Reference Clerks are interviewed and hired by the Library Director.
- Questions concerning scheduling and needed absences should be directed to the Library Bookkeeper or the employees immediate supervisor.

## **Tools, resources, and equipment used**

- Will learn to use the circulation software.
- Will learn location of all materials in the Library Collection.
- Will learn to use the Online Public Access Catalog (OPAC).
- Will learn to use RIDES INN-Reach software.
- Will learn to use Library equipment, including telephone, copy machines, scanners, printers and computers.
- Will learn Library policies through the use of the Personnel Policy Manual.
- Will understand confidentiality issues inherent in public library service and respect the patrons' right to privacy.

## **Skills, experience, education required**

- Reference Clerks must be high school graduates; substantial college background is preferred.
- Good communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority.
- Certain specific duties require additional reference, programming, or computer skills.

## **Working conditions**

- Environmental conditions: Exposure to computer screens; irregular work hours.
- Physical conditions: Must be able to maintain effective audio-visual discrimination and perception; walk, stand or sit for extended periods of time; bend; lift and carry objects of moderate weight.