

Job Description

Instruction & Technology Librarian

Name:		Department:	Readers & Information Services
Pay Grade:	E	FLSA Code:	Non-exempt
Reports To:	Head of Readers & Information Services	Typical Schedule:	Varies; evenings and weekends as assigned
Last Updated By:	Donna Dunn	Date:	8/22/2017

Job Summary

Working under the Head of Readers & Information Services, the Librarian is responsible for assuring high patron satisfaction within all aspects of the department, in accordance with current library policies and procedures. This includes developing and teaching computer software and hardware classes to library patrons and staff on a number of topics that will support the community and the library's technology literacy.

This position does not have any supervisory responsibilities, but may oversee assigned volunteers.

Essential Functions & Responsibilities

Primary

- Provides computer software and hardware instruction to patrons and staff on topics involving social media, electronic downloading services, Microsoft Office and Google suites, Mac computers, Photoshop, and any other new or innovative technology of interest to the community
- Develops computer instruction programs in conjunction with colleagues
- Works extensively with computer instruction volunteers and the Coordinator of Volunteers
- Provides one-on-one technology assistance appointments to patrons
- Answers questions and provides readers' advisory in person or via telephone, email, instant message, or any other form of electronic communication
- Provides exemplary service to patrons in a timely and confidential manner, maintaining the library's high level of customer service in accordance with the Standards of Public Service
- Assists in developing programs that promote the use of library resources

- Maintains knowledge of current print and electronic resources to competently answer questions
- Maintains knowledge of and provides help with circulating and non-circulating technologies, including but not limited to telescopes, tablets, eReaders, laptops, public computers, printers, copiers, scanners, and fax machines
- Provides user instruction for internet searching, email, social media, electronic downloading services, and word processing
- Utilizes technologies proactively to support department functions, and assists in evaluating and recommending new technologies to be used by the department; trains other members of the department in the use of those technologies
- Represents the library in a positive fashion at all times
- Performs notary services
- Works at the reference desk, as scheduled
- Participates in outreach events, as requested
- Demonstrates good, timely judgment in the interpretation of library and department policies during normal workflows and emergencies, assuring that patron safety and concerns are handled appropriately
- Attends scheduled meetings and training, as required
- Maintains awareness of overall library functions, projects, and goals

Secondary

- Oversees selection and continual collection development of materials in assigned areas, including weeding and accurate organization of materials
- Creates displays and electronic resources that promote the collections and services of the department
- Participates in professional development and continuing education, as appropriate
- Keeps current on trends and issues in library practices and philosophy
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

Education Requirements

The minimum level of formal education required to perform this job is checked.

- | | |
|---|--|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> High school diploma or GED | <input checked="" type="checkbox"/> Master's Degree/MLIS |
| <input type="checkbox"/> Associate's Degree | <input type="checkbox"/> Other: |

Training, Skills, Knowledge, and/or Experience

Required

- Minimum of two (2) years of successful library experience and technology instruction experience
- Experience providing both group and one-on-one technology instruction
- Skilled in digital literacy with the ability to create, evaluate, share, and understand information in a variety of formats
- Excellent written and verbal communication skills
- Ability to provide reference assistance and instruction services
- Extensive knowledge of Mac and Windows operating systems, and Microsoft Office and Google suites
- Experience using HTML, XHTML, and CSS
- Knowledge of audio and video production and digital photography through software such as Garageband, iMovie, iPhoto, Roxio Toast, and Adobe Creative Cloud
- Ability to exercise initiative in problem-solving and referring questionable situations to the supervisor
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Ability to plan, organize, and prioritize work assignments
- Ability to work independently or as part of a team
- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

Preferred

- Successful employment experience in a public library

Physical Requirements

	Constantly ($\frac{2}{3}$ or more of the time)	Frequently ($\frac{1}{3}$ - $\frac{2}{3}$ of the time)	Occasionally ($\frac{1}{3}$ or less of the time)
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching overhead (up to 75" high)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading/analyzing/interpreting data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Viewing/working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.



Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.



Employee Signature

Date

