

Stokes Brown Public Library Position Description

Job Title: Technology Trainer
Reports To: Library Director/Assistant Library Director/Assigned Supervisor
FLSA Status: Non-Exempt, Part-Time, Less than 30 hours per week
Prepared Date: May 2023

SUMMARY

This position provides direct customer service in the main part of the library, Children's Library, or Reference Desk.

Work involves increasingly responsible and varied clerical-administrative work in an assigned unit; issues, receives, and circulates library books and materials; conducts technology training and assists staff and patrons with technology troubleshooting; data entry; and assists patrons in using library services.

General Duties include the following. Other duties may be assigned.

- Receives oral or written instructions from a supervisor.
- Organizes work according to established procedures.
- Performs clerical or technical tasks in assigned unit.
- Performs circulation and information tasks at main, reference, or children's desks, or circulation workroom.
- Greets visitors to library.
- Assists library patrons in use of library materials.
- Responds to requests for assistance or refers inquiries to a professional librarian.
- Monitors reading and study rooms to assure suitable reading environment.
- Assists persons in applying for library membership.
- Processes membership application and issues membership card.
- Enters and retrieves member and circulation information by computer terminal in a computerized circulation system.
- Processes the loan and return of books, periodicals, audiovisual equipment, and related circulation materials.
- Sorts and shelves books, newspapers and periodicals alphanumerically according to the Dewey Decimal System.
- Computes and receives overdue fines.
- Follows prescribed routine in receiving compensation for overdue, damaged, or lost library items.
- Prepares posters, bulletins, and newsletters to promote use of library and materials.
- Inspects returned books, materials and equipment for damage.
- Makes minor repairs to books, documents, periodicals, and materials as needed.
- Returns equipment to storage.
- Special projects as assigned.
- Prepares for and teaches technology classes on a variety of topics.
- Holds weekly Device Advice hours.
- Assists with computer maintenance.
- Assists in maintaining and scheduling study rooms.
- Conducts research to determine community technology needs.

Additional Duties

- Relieves other employees as directed by supervisor.
- Receives and responds to general information requests by telephone or in writing.
- Receives and processes mail and deliveries.
- Reserves books and materials.
- Troubleshoots library technology as needed.
- Assists Technology Supervisor as needed.
- Keeps up to date on technology trends.
- Researches technology as needed for teaching and assisting staff and patrons

Qualifications Profile

- The skills and knowledge required would usually be acquired with a high school education, and some experience in public library work, or any relevant combination of education, experience and training.
- A working knowledge of library principles and practices.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or schedule form.
- Ability to exercise judgement and work with little direct supervision.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to type accurately.
- Ability to acquire skill to operate word and data processing equipment.
- Ability to meet and relate to the public and staff members in a positive and constructive manner.
- Ability to operate and/or learn PowerPoint, Excel, Word and other computer programs
- Ability to learn strategies to teach adult learners

License or Certificate

Not Applicable

Physical Demands

Work is performed primarily in a library environment. Duties require extended periods of standing, walking, sitting, and talking or hearing. Duties require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 50 pounds are encountered. Must be able to push and pull carts weighing up to 80 pounds. Vision requirements include close vision and ability to adjust focus. Must be able to do math at the algebraic level. Reading materials and verbal instructions require complex interpretation. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile humans. The noise level is usually moderate.

Employee Expectations

- Adheres to Library Policies and Procedures.
- Acts as a role model within and outside the work environment.
- Maintains a positive and respectful attitude.
- Communicates regularly with supervisor about library issues.
- Demonstrates flexible and efficient time management and ability to prioritize workload.

- Consistently reports to work on time prepared to perform duties of position.
- Maintains appropriate customer relations.

Note: The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.