

TITLE: Library Technology Coordinator

Reports to: Executive Director

FLSA: Non-Exempt

Hours: 40 hours per week, including 1 night per week, and a Saturday rotation

Starting Wage: \$15.00+/hour, depending on qualifications and experience

Benefits Summary: KPERS Retirement, Aflac, BCBS of Kansas Health and Dental Insurance, Flexible Spending Account, Paid Time Off and Holiday Pay

JOB SUMMARY: This position serves as a technology specialist for library computers and software, working closely with our managed IT Company, library staff, and library administration to ensure the smooth operation of library technology. This person will also provide technology training and assistance to patrons both in one-on-one and class settings, and provides technology programming for all ages, using a variety of technology.

Library Competencies for all employees:

- Provide excellent customer service to people of all ages and backgrounds
- Show commitment to customer satisfaction
- Develop and maintain positive relationships with internal and external customers
- Represent the library in a positive and ethical manner
- Show a capacity for grasping concepts and asking questions to gain further understanding
- Communicate effectively orally and in writing
- Effectively use computer/technology skills for the position
- Cross-train in other areas of the library as appropriate
- Work cooperatively with supervisors and co-workers
- Comply with library policies and procedures
- Comply with safety and security standards; keep the workplace safe and clean
- Show flexibility and adaptability

Technology Support Functions

- Provide basic troubleshooting on library staff and patron pc's
- Submits tickets and coordinates with Managed IT company for advanced support on library technology.
- Assists in the development of library maker technology and provides training to library staff and patrons in its use.
- Manages technology in library meeting spaces and ensures technology is set up and available for meeting room bookings for library patrons and library staff.
- Assists in the management of a variety of software, including library specific software. This may include but is not limited to: Digital Sign Software, Security Cameras, Phone System, Integrated Library System, and others.

- May provide assistance with server technology and on-site work as directed by Managed IT Firm.
- Provide support for library websites, social media, and other promotional materials, including video.
- Familiarity with both Windows and Mac technology, and a willingness to work with a variety of technology.

Library Programming Functions

- Conduct and create programs for youth, teens and adults on technology use and maker technology.
- Provide training to patrons in use of library technology both informally and formally.
- Work collaboratively with library staff to generate program ideas and coordinate development and delivery of programs to public.
- Serve as point person for technology needs for programming conducted by other library staff.
- Cultivate relationships with community members and organizations to garner feedback and potential partnerships.
- Create promotional materials using multiple software and web-based options and provide updates on websites and social media accounts to promote programming and other services.
- May participate in outreach activities within the community.

Customer Service Functions

- Provide excellent customer service to community
- Assist in training new volunteers
- Respond to information requests and train patrons on use of library resources
- Participate in workgroups and committees

Library Functions

- Work scheduled shifts at library service points, including Main Customer Service desk, children's customer service desk, and teen desk.
- Provide friendly, enthusiastic, and helpful library services to our patrons while working the public desk. This could include reference questions, reader's advisory, technology assistance.
- Communicate effectively orally and in writing.
- Understand and operate the automated circulation system.
- Performs circulation desk tasks as needed. Checks materials in and out, registers patrons, processes overdue materials and renews library cards.
- Enforce Library Policies and Procedures equally for patrons and staff.
- Attend training and workshops as needed, which may include overnight travel.
- Perform other duties as assigned.

Education & Experience:

- High School Education or GED Equivalent plus 6-12 months additional training Required
- Associates Degree, or completion of one within 1 year strongly preferred

- Bilingual skills in English/Spanish Strongly preferred
- 1-3 years technology training or experience
- Intermediate-Expert computer software skills - Familiarity with Microsoft office software, Google Suite software, Canva, social media, Adobe, and other software.
- Must possess organizational and project management skills.
- Excellent oral and written communication skills, and the ability to work closely with a variety of individuals is essential
- Detail and deadline-oriented

Knowledge, Skills, & Abilities:

- Knowledge of a variety of technology
- Skill in using a variety of technology
- Ability to troubleshoot technology
- Knowledge of Library Services
- Skill in teaching others how to use technology
- Skill in marketing resources using a variety of formats
- Ability to work independently and set priorities for multiple tasks
- Ability to maintain confidentiality of library patron information
- Ability to communicate effectively orally and in writing
- Ability to exercise good judgment, courtesy, and tact in dealing with the public, vendors, and other staff.

Physical & Mental Requirements:

Work is performed in a library setting with occasional moderate noise. Must be able to walk, sit, stoop, reach, stand, talk, listen, and use equipment such as a computer, telephone, fax machine, and photocopier. Normal vision requirements. Ability to push, pull 50 pounds, and lift 25 pounds on occasion.

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