

## **Job Description: Technology Coordinator/Librarian Newton Public Library**

### **POSITION SUMMARY:**

The Technology Coordinator supports the public and library staff in accessing, maintaining, and troubleshooting library technology, and manages the library's technological infrastructure. Provides both traditional and technology-based library reference and circulation services to the general public. Maintains an ongoing curiosity about initiatives and technologies related to the mission and evolving needs of the library. Works as part of a team with other library staff members, demonstrates flexibility and a positive attitude, and contributes to the overall successful operation of the library.

**HOURS:** Full-time, 40 hours/week. Must work a minimum of one evening and one Saturday a month, and occasionally more as needed for library coverage.

**PAY:** Starting pay is \$19.50/hour. Salary range for the position is \$19.50-\$25.50/hour. Position includes individual health and dental fully paid, KPERs, and paid leave.

**SUPERVISED BY:** Library Director

**SUPERVISES:** Library aides when serving as supervisor-on-duty.

### **ESSENTIAL FUNCTIONS:**

#### **Specialized:**

In this public-facing role, the Technology Coordinator responds to requests from patrons and staff for technology access, troubleshooting, and training. The Technology Coordinator also establishes proactive, consistent procedures to manage, maintain, and update the library technological infrastructure, including hardware, software, and audiovisual equipment.

Examples of essential tasks include:

- Assisting patrons and library staff with printing, scanning, downloading, and copying; troubleshooting of devices; accessing digital library resources; setting up videoconferencing and audio-visual equipment; email access; phone system troubleshooting, etc.
- Managing, marketing, and training patrons in the use of the library's Digital Access Lab, which includes a variety of equipment for digital content creation, including an understanding and application of copyright law.
- Engaging in proactive technology planning and implementation of technology projects, including maintaining appropriate inventories and documentation, working with vendors and IT specialists, and communicating with staff.
- Carrying out computer maintenance and updates, documenting usage statistics, engaging in technology selection and ordering, and overseeing password and keycard access management.
- Managing a variety of software programs, including anti-virus software, integrated library system software, and internet filtering software.
- Using the internet and other resources to effectively research potential technology purchases, troubleshooting techniques, and digital initiatives.

- Developing materials and classes for the general public on various technology topics, including digital literacy and computer and device usage.

**General:**

- Providing general library services to patrons as part of a team of supervisors, including reference and readers' advisory services, and circulation functions such as checking in/out of library materials and registration of patrons.
- Promoting interest in the library as a community resource including visiting and speaking to individuals, and educational, civic, cultural and social organizations.
- Assisting with set up for meetings and events at the library.
- Other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Familiarity with Microsoft Office & Windows, Google Suite, computers, monitors, tablets, and smartphones and the ability to troubleshoot these devices.
- Ability to effectively and easily communicate technical topics to novices.
- Ability to work and communicate effectively with library management and staff.
- Ability to project a positive, upbeat attitude and excellent interpersonal skills even under stress.
- Ability to learn new and emerging technologies.
- Ability to develop and maintain effective knowledge-based relationships with vendors.
- Ability to document any and all workstation changes and updates.
- Ability to use the internet and other available resources to research possible solutions to technology questions, and technology products.
- Ability to take charge and deal effectively with crises.
- Ability to work independently and oversee and implement projects in a timely manner, with consideration of budget and community needs.
- Knowledge of English grammar, spelling and composition.

**EQUIPMENT USED:**

- Computers, calculator, copy machine, fax machine, cash register, phone, microfilm/fiche reader/printers, audio-visual equipment, scanners, receipt printers, book trucks (carts) for transporting materials to proper areas for re-shelving, sound system equipment.

**EDUCATION AND EXPERIENCE:**

**Required:**

- BA/BS from an accredited institution, or 3-5 years of experience in a similar position.
- Valid Driver's License

**Preferred:**

- Previous public library experience
- Master of Library Science degree.

**COGNITIVE AND PHYSICAL ABILITIES:**

The cognitive and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may on rare occasion lift and/or move by pushing or pulling up to 50 pounds. Must be able to have physical stamina to provide active service to patrons during workdays of up to eight hours. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

**WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public. Must be able to work flexible hours.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.*