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| **Job Title:** | Technology Trainer and IT Librarian |
| **Department:** | Library |
| **Reports To:** | Library Director/Assistant Library Director |
| **Position Status:** | Permanent Full-Time |
| **FLSA Status:** | Exempt/Union |
| **Grade:** | TBD |
| **Revised Date:** | 07/06/2021 |

**Job Summary**

Builds and teaches a variety of technology-related applications to the general public through classes and one-on-one instruction. This may include presentations and classes in basic hardware, software applications (word processing, spreadsheets, graphics, pdf reader, etc.), internet related resources (searching and evaluating websites, email, etc.), special applications (social networking, photo software, webcams, scanner, etc.) and library database subscriptions. Principal duties are performed in a general library environment.

This position requires exceptional organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

**Acceptable Experience and Training**

**High school diploma or GED; experience in teaching computer hardware & software related skills**

**Extensive experience, competency, and courtesy working with the public**

**Advanced computer skills to include software and hardware troubleshooting, understanding of resources available**

**Desirable experience includes presentation of workshops and classes on technology to adults and students**

**Computer certifications helpful but not required.**

**Essential Duties and Responsibilities**

Maintain hardware and software used for training purposes and recommend repairs and upgrades to supervisor where appropriate

Demonstrate specialized knowledge of software applications and library databases

Demonstrate the most current uses of technology

Conduct a needs assessment and schedule staff and public technology training classes, when needed

Assist with public relations and promotional materials for technology training

Develop lesson plans and instructional materials to hand out to patrons

Prepare the learning environment and resources, including set-up and safekeeping of all equipment

Teach various technologies to staff and patrons

Establish and maintain standards of participant behavior needed to provide a safe, healthy, orderly and productive learning environment

Develop networking and collaboration with external sources

Develop and conduct evaluation process for technology training provided

Write project reports when needed

Gather statistical data as required for standards and statistical reports

Provide extra staff training as requested by supervisor

Develop online “Help” tutorials for website

Assist in development of the library’s collection for materials related to the development of new technology

Learn and maintain basic computer hardware component set-up

Perform basic computer maintenance (Window updates, upgrades, etc.)

Perform computer clean-up, threat scans, program installs/uninstalls when needed

Update browsers and perform clean-ups (Mozilla, Windows 10, Chrome)

Clear browser histories, old documents, downloaded pictures, music, etc.

Perform routine software installation/uninstallation

Use basic procedures to address application software problems and troubleshoot PC issues

Know or be willing to learn computer monitoring software procedure for technology support (and procedure for remote assistance)

Maintain library website updates and library Facebook page updates

Perform one-on-one or small group digital training

Train and assist patrons with basic computer competencies, software applications, computer navigation

Train and assist patrons with basic computer applications such as file management, work processing skills, browser explorer skills, email usage, social networking skills and programs, photo management, or other applications when needed

Assist patrons with their computer questions, needs, and problems (such as assistance and training with government websites, job searching websites, licensing, airlines, etc.)

Assist patrons with document scanning and printing, flash drive use, audio/visual needs, photo saving or transferring

Assist patrons with use of computer monitoring software from a help/training

Train patrons in skills for using personal devices such as tablets, laptops, phones, or other eDevices

Abide by Montana confidentiality and privacy of library records laws

Abide by the ALA Code of Ethics

Enforce library rules for protection of library property and/or individual

**Required Knowledge, Skills, and Abilities**

**To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are a representation of the minimum knowledge, skills, and abilities required.**

* **The following items may be required to help other library staff when they are busy or at lunch**
  1. **Help with patron check out/check in of items**
  2. **Help users place holds on books, renew items, or pay replacement fines**
  3. **Help register new patrons and/or modify a patron’s record**
  4. **Look up patron’s PIN for holding books/media**
  5. **Send/receive faxes for patrons**
  6. **Notify patrons of received HOLD or overdue items**
  7. **Assist patrons with copier**
  8. **Teach patrons how to use the library’s digital library and how to use their login for HOLDS, etc**
  9. **ALL OTHER DUTIES AS ASSIGNED**
* **Establish and maintain effective working relationships with other employees, trustees, patrons and community members**
* **Communicate effectively verbally and in writing**
* **Show thorough knowledge of grammar, spelling, punctuation and composition**
* **Demonstrate advanced knowledge and ability to use different computer platforms and associated software applications**
* **Ability to demonstrate technology troubleshooting skills and ability to find necessary resources to resolve problems**
* **Ability to use and troubleshoot library databases**
* **Willing to work a flexible schedule including weekends and evenings**
* **Ingenuity and inventiveness in the performance of assigned tasks**
* **Willingness to attend pertinent trainings and/or workshops if available and to take part in online training sessions as offered**
* **Ability to establish and maintain effective communication and working relationships with fellow employees of the City of Laurel and with City officials.**
* **The Technology Trainer will treat others with respect and consideration, handle all situations with tact, and treat the public in a manner that effectively promotes a good image for the Library and the City of Laurel.**

**Physical Demands & Working Conditions**

* Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodations, to enable the employee to communicate effectively.
* Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form.
* Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and related equipment.
* Position may require frequent use of close vision.
* Working conditions require moderate physical effort, moving between 5 and 25 pounds, where effort is intermittent and less than 15% of the time.
* Work requires high attention to detail or deadlines where effort is occasional and between 15% and 45% of the time.
* A typical workday involves exposure to one disagreeable element present, none of which are greater than moderate intensity, on an intermittent basis and less than 15% of the time.

**Disclaimer**

**The position descriptions above are intended to describe the general nature and level of work being performed by the employee assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for this position. Individuals may perform other duties as assigned, related to library and Public Computer Center (PCC) operations.**