

Village of Osceola

OSCEOLA PUBLIC LIBRARY

Job Description

TITLE OF POSITION: LIBRARY ASSISTANT- Technology Services

EMPLOYMENT CLASSIFICATION: Permanent, 10-15 hours

PROBATIONARY PERIOD: 2 Months

GENERAL SUMMARY OF POSITION

Assists with day-to-day operation of the library including circulation, reference, material selection and processing, special programming, public computer assistance and outreach.

This individual will provide technology instruction to library users and library staff in both one-on-one and group settings. Additionally, this individual will monitor usage and care of all library technology, troubleshoot and resolve problems, and oversee website development and updates.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Customer Service:

- Ensures a great patron experience and identifies ways to improve this experience.
- Works closely with staff to ensure the library provides exceptional customer service.
- Responds to community needs.

Circulation Services:

- Morning/evening circulation desk supervision as needed. This includes supervising and training Library Clerks, and opening/closing library.
- Conducts all circulation activities: checking library materials in and out, registering new patrons, searching and checking patron files, collecting fines and fees.
- Provides quality reference assistance to patrons, helping them to gain access to both manual and computer-generated information.

Technology Services:

- Assists library patrons and staff in using computers, tablets, and other mobile devices and troubleshoots problems for patrons and staff.
- Plans programs and training opportunities for library patrons and staff.
- Maintains and troubleshoots all library computer and tech equipment.
- Assists with website development and maintenance.
- Monitors technological developments and effective practices in the field via professional literature, vendor contacts, and communication with other libraries.
- Builds awareness and encourages adoption of emerging technologies among community members and library staff.

Also:

- Attends training workshops and conferences as directed and/or as available.
- Advocates for the library and provides outreach to community members. May represent the library at various promotion events and activities.
- Helps with facility maintenance and upkeep.
- Performs other duties as assigned by the Library Director.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
- Must be on the forefront of emerging technologies and able to quickly learn and master pertinent technologies.
- Must be able to manage computers, computer software, and all library technology and equipment.
- Great interpersonal skills with ability to maintain and foster cooperative and courteous working relationships with public, peers, and supervisors.
- Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
- Working knowledge of library methods, policies, and procedures.
- Ability and willingness to use and manage computers, computer software, and other library technology.
- Ability to maintain confidentiality and practice the highest regard for patron privacy.
- Ability to direct and supervise the work of others.
- Ability to maintain and build skills mentioned above through active participation in appropriate continuing education activities.

EDUCATION, EXPERIENCE, AND TRAINING

- High School Diploma or equivalent required. College level studies preferred.
- Computer training preferred.
- Library experience desired.

PHYSICAL DEMANDS

- Bending, twisting, and reaching.
- Handling: Processing, picking up, and shelving books.
- Lifting or carrying: 40 lbs.
- Pushing and Pulling: Objects weighing 60-80 lbs. on wheels.
- Capable of sitting, standing, walking and able to work in confined spaces.
- Able to assist patrons with building evacuation in the event of an emergency.