

SHELBYVILLE-BEDFORD COUNTY PUBLIC LIBRARY
POSITION DESCRIPTION
TECHNOLOGY ASSISTANT

Organization: Shelbyville Bedford County Public Library

City: Shelbyville, TN

Salary: \$10.71/hr

Type of Position: Part-Time (10+ hours)

Position Overview: This person is responsible for providing the technical support needed to operate the automation, communication and on-line systems within the Library. Also serves as Circulation personnel when not fulfilling tech duties.

Primary Responsibilities:

- Works as a substitute in addition to normal scheduled hours.
- Operates and monitors the Library's automated systems and workstations
- Responsible for implementation, integration and daily operations of the Library's automation and communication systems, including the Innovative Interfaces system, LANs, Web server, Internet access, telecommunications and related evolving systems.
- Develops and recommends policy and procedures for use of computers and computer systems.
- Makes necessary repairs to automated equipment when possible.
- Oversees training and instruction of staff and public on computer services
- Compiles and interprets statistics and prepares reports.
- Helps to design, plan, implement and evaluate the present and future automation needs of the Library, making recommendations for implementation to the Administration.
- Communicates with State Library Computer Technicians as needed
- Responsible for inventory of computer equipment and regular updating and maintenance of same.
- Helps establish and maintain a high customer service performance standard.
- Opens and closes the library. Turns on or off computers, lights, heating or air conditioning.
- Advises patrons about library materials and computers and oversees appropriate use of the facility.
- Responds to requests for information from patrons in the library, through email and by phone or refers inquires to director.
- Processes new books and library media, labels and jackets materials and enters data into the computerized catalog.
- Helps to manage the library collection by culling outdated, unused and damaged items, keeping shelves properly organized, and recommending purchases based on reader's interests and requests.

Additional Responsibilities:

- Performs other reasonable duties as required.
- Travel to statewide meetings and conventions.
- Assists patrons in using the online catalog and other electronic tools and resources; assists and instructs patrons in using library services, equipment, and facilities
- Works at Circulation Desk as needed

Supervision received: Works under the general supervision of the Director of Public library Services.

Supervision given: Supervises all volunteers and library technicians when assigned to perform tasks relating to library computer activities and interlibrary loans.

Required knowledge skills and abilities

- Strong verbal and written communication skills
- Ability to work with the technical jargon and translate that to the library workplace
- Good teaching skills
- Strong visionary skills to seek innovative uses of technology to further library service goals
- Commitment to excellent customer service
- Ability to handle multiple priorities
- Demonstrated strong abilities with Microsoft software, Windows and NT server software
- Strong knowledge of personal computers, laptops and e-readers
- Knowledge of Microsoft Office and current windows operating system
- Ability to work independently
- Knowledge of the principles, practices, and techniques of modern library operations.
- Knowledge of Agent Verso software
- Ability to work efficiently and meet deadlines

Minimum Qualifications: High School Diploma or equivalent plus substantial additional training in computer technology. Three (3) years proven experience working with automated systems preferably in a public library setting. . PLMI from TN or equivalent highly desirable.

Physical Requirements:

- Ability to stand, walk, and lift up to 25 pounds
- Ability to perform duties in an office environment
- Ability to work in an environment with constant interruptions
- Ability to use computers., library software and the Internet
- Vision and hearing with “normal” ranges
- Ability to read and understand print materials and information on computer screens
- Ability to communicate effectively by telephone.
- Ability to view monitor and use keyboards for extended periods of time
- Regularly required to talk and/or hear; use hands to operate objects, tools, and controls, and reach with hands and arms.
- Comfortable in public speaking situations
- Vision and hearing at or correctible to “normal ranges
- Ability to file books, periodicals, files, reports, notebooks, etc., on shelves ranging from 1 to 7 feet above the floor.
- Ability to work flexible hours.

ACCOMODATIONS: Reasonable accommodations may be made to enable qualified individuals to perform essential functions of this position.