

## Webster Parish Libraries

521 East & West Street  
Minden, LA 71055



### Job Description Form

#### EMPLOYMENT INFORMATION

Branch:	Minden Branch	Status:	Full-Time
Position:	Technology Specialist/Programmer	Hours:	Mon – Thurs: 11AM – 8PM
Supervisor:	Branch Manager		Saturday: 8AM – 5PM

#### OVERALL OBJECTIVE

Responsible for providing assistance to patrons in the day-to-day training, support, and implementation of technology skills needed; assists in the implementation, administration, and upkeep of technology-based resources and assets; assists patrons in the full utilization of services, materials, and resources offered through the library system and provides support for resource distribution and management.

#### ESSENTIAL DUTIES

##### TECHNOLOGY

- Updates technological circulating devices.
- Repairs technological circulating devices, if possible.
- Creates and updates technology how-to guides and video tutorials.
- Assists patrons with using library digital services and personal technological devices.
- Maintains technological circulating devices and equipment records.
- Distributes new patron information and makes recommendations for updates.
- Responds to and resolves user access problems with thorough trouble shooting measures for both locally and remotely hosted databases and e-resources available through the library.
- Troubleshoots technological equipment and contacts service vendors as needed.
- Notifies Administrative Assistant if third party repair of library technology or supplies is needed.
- Assists with the integration of new technology into the library collection.
- Maintains and updates library web pages and web graphics as requested.
- Carries out one-on-one training with technological devices upon patron request as possible.
- Shares expertise in the areas of technology integration, media literacy and digital literacy by presenting at in-service sessions upon request.
- Assists with meeting room setup in regards to technology as needed.

##### PROGRAMMING

- Assumes all responsibility for planning, coordinating and implementing all aspects of public

programming relative to technology.

- Must hold a minimum of three technology-based programs per month.
- Develops observations and understanding of community needs into effective library services and programs.
- Explores original, innovative programs and services.
- Works collaboratively with other members of the library staff to generate program ideas and coordinate development.
- Works closely with the marketing department to promote library events.
- Answers and responds (written and orally) to inquiries related to public programming relative to technology.
- Carries out virtual programming in lieu of in person programming when necessary.
- Occasionally reaches out to outside presenters in collaboration to bring outside talents into library programs.
- Plans programs at least one month in advance and shares programming calendar with the Branch Manager.
- Turns in programming requests at least six weeks in advance to the Administrative Assistant along with supply requests.
- Posts to social media event pages using approved software in regards to upcoming programs.
- Coordinates room setup and arrangements for programming.
- Maintains program records, including but not limited to correspondence, contracts, documents, and program attendance.
- Submits program attendance to the Branch Manager on a monthly basis in a timely manner.

#### CIRCULATION/REFERENCE

- Greets and directs library patrons, and performs routine circulation and reference tasks in accordance with library policies and procedures.
- Gives friendly and helpful service to library users.
- Performs opening and closing procedures as needed.
- Checks out, discharges, and renews all library materials.
- Registers patrons for library cards, issues and renews cards, files accordingly.
- Creates and updates patron records regarding Internet, expiration dates, fines, etc.
- Places items on hold for patrons when requested and calls patrons when requested materials arrive.
- Answers incoming calls, handles patron requests, problems or questions, and/or directs calls to correct extensions.
- Places materials in appropriate locations to be shelved.
- Schedules and monitors room request usage as received.
- Takes payments and performs correct procedures associated all financial transactions.
- Assists patrons with material selection when needed.

- Maintains copy/fax machines with regular supplies.
- Assists and/or makes copies and sends faxes for patrons.
- Releases print jobs.

#### **ADDITIONAL ESSENTIAL DUTIES**

- Follows and/or enforces library policies.
- Completes tasks and reports in a timely manner.
- Attends meetings and training seminars as required.
- Participates in library marketing, publicity, and display.
- Participates in library activities outside of normal working hours as requested.
- Performs other job-related duties as needed.
- Maintains a clean and orderly work environment.

#### **NECESSARY QUALIFICATIONS REQUIREMENTS (KNOWLEDGE, SKILLS, & ABILITIES)**

- ✓ Ability to prioritize work.
- ✓ Must have the ability and temperament to work with public.
- ✓ Must be able to speak and understand the English language in an understandable manner in order to carry out essential functions of the job.
- ✓ Willingness to further credentials by additional education and workshops.
- ✓ Must have the ability to function independently and the ability to work effectively with library patrons, co-workers, and others.
- ✓ Ability to train/assist others in use of equipment/software.
- ✓ Must be able to listen.
- ✓ Must be trustworthy and respect employee/patron privacy.
- ✓ Knowledge of internet and online computer services.
- ✓ Knowledge of internet application software.
- ✓ Must have the ability to communicate effectively both orally and in writing.
- ✓ Knowledge of and proficiency with PC workstation, laptop, Mac set up and configuration, software and peripheral installation, troubleshooting techniques.
- ✓ Knowledge of and proficiency with technology (handheld devices, etc.) set up, configuration, and troubleshooting techniques.
- ✓ Knowledge of and skill using standard office applications software packages (word processing, spreadsheets, etc.) including Microsoft, MAC, OpenOffice and Corel products.
- ✓ Must be accurate, have legible handwriting, and possess excellent arithmetical, grammatical, spelling and proofreading skills.
- ✓ Must be able to perform basic mathematical computations.
- ✓ Must be familiar with standard office equipment, telephone systems, photocopiers, printers, fax machines, typewriters, and personal computers and software.
- ✓ Must be able to read, understand and interpret complex specifications.
- ✓ Must have an attention for detail and strive for accuracy.
- ✓ Must have the ability to communicate effectively, patiently and courteously with

coworkers, patrons and other community members.

- ✓ Must have the ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model.
- ✓ Must have the ability to adapt to a rapidly changing environment and to maintain flexibility.
- ✓ Must have the ability to work well with others in a team setting for the betterment of the library system.
- ✓ Must have pleasant telephone voice to call patrons about overdue materials without being offensive.
- ✓ Must have an excellent memory and organizational ability to deal with multiple responsibilities.

#### **ADDITIONAL BASIC REQUIREMENTS**

- ✓ Must be able to successfully pass a standard drug test.
- ✓ Must pass a Louisiana State Police fingerprint background check.
- ✓ Requires a passing score on any given Library qualification test.
- ✓ Requires the compliance of the Library's Drug-Free Workplace policy.
- ✓ Requires commitment to the standards and objectives of the Library.

#### **PHYSICAL AND MENTAL REQUIREMENTS**

- Must possess the ability to record, convey and present information, explain procedures, and must follow instructions.
- Must possess the ability to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, squatting, twisting, pushing, carrying, and overhead reaching to carry out essential duties of the job. On occasion, stooping, kneeling, crouching, crawling, twisting, bending, squatting, climbing stairs or stepladders may be required.
- Requires the ability to pay close attention to details and concentrate on work.
- Must use hands to finger, handle, feel, or operate objects, tools, or controls, and to have coordinated movements of finger/hand and simple movements of feet/legs and torso. Occasionally required to use repetitive movements of the hands.
- Requires sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, usually talking and hearing ordinary conversations in a quiet environment and on occasion in a noisy environment.
- Requires sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate computers and other equipment, Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.
- Frequently requires lifting items weighing up to 10 pounds, occasionally lifting, pushing/pulling, carrying, and/or moving up to 20-50 pounds short distances (20 feet or less).
- Requires the physical ability to push a loaded book cart weighing approximately 300 pounds on level floor and up ramp, and to lift or maneuver onto cart loads up to 50 pounds.

## WORK ENVIRONMENT

This job has a primary location; however, at times traveling to different location may be required.

Work indoors in adequate work space, with adequate temperatures, ventilation, and lighting. At times dusty work conditions with potential exposure to airborne pathogens, glare/improper illumination.

Normal office exposure to noise and stress, and is subject to frequent interruptions. Regular contact with other employees is required, but less frequent contact with the general public is required.

## EDUCATION, EXPERIENCE, TRAINING

### REQUIRED:

- Associate's degree with significant coursework in Information Technology and Library Science, or related fields.

### PREFERRED:

- Experience working within a library setting.

## DISCLAIMER

This document describes the position currently available. It is not an employment contract. Our library reserves the right to modify job duties or job descriptions at any time. The statements contained in this job description reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise balance the work load.

*We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, or non-job related disability. Our facilities are non-smoking.*