

Responsibilities of this position: Provide friendly, professional and thorough customer service to library users and serve the library in the capacity of technology support under the general supervision of the library director. Pay rate begins at \$11.00/hour with increases after the first six months.

Duties/Examples of Work:

Circulation Desk Clerk

- Assist library users with ready-reference questions and reader's advisory
- Provide instruction to library users in using library online databases, searches and account management
- Process incoming and outgoing materials according to specified procedures
- Develop a thorough understanding of library circulation & patron management software
- Shelve materials
- Answer basic computer related questions posed by library users

Technology Support

- Maintain in the best working order library public access computers, library staff computers and other peripherals such as printers, scanners and projectors
- Manage and develop library website in collaboration with other library staff and technology consultants at Indianhead Federated Library System
- Create instruction materials and instruct basic computer courses to the public in collaboration with other library staff & volunteers
- Plan and advise future technology selection; hardware and software
- Create and maintain library computer network

Knowledge and Abilities

- Effectively present information and respond to questions from library users
- Maintain confidentiality of library user information
- Follow detailed instructions
- Understand library policies and procedures and apply them to library operations
- Understand and apply website development using Dreamweaver and web 2.0 applications
- Identify and solve computer hardware, software and network problems
- Work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required
- Strong interpersonal skills; maintain and foster cooperative and courteous working relationships with the public, peers and supervisor

- Willing to continually increase knowledge base in work related areas

Physical Demands:

- Lifting, carrying 50 pounds or less
- Bending/twisting and reaching
- Far vision at 20 feet or further; near vision at 20 inches or less
- Fingering; keyboarding, writing, filing, sorting, shelving and processing
- Handling; processing, picking up and shelving books
- Pushing, pulling objects weighing 300-400 pounds on wheels
- Sitting, standing, walking, stooping, kneeling and crouching
- Talking and hearing; use of the telephone

Education/Experience

The successful candidate should have a strong background in computer technology and the ability to learn the “library environment.” An emphasis is on practical experience with the willingness to demonstrate skills at an interview as well as personable customer service skills. Consider the following a list of preferences.

- High school diploma or enrolled in high school coursework maintaining a “B” average
- Website development work (not necessarily paid work) provide samples of work upon request
- Computer maintenance work; troubleshooting problems (not necessarily paid work) provide examples or demonstrate skills upon request