Position Available at the Akron-Summit County Public Library

JOB TITLE: TECHZONE ASSISTANT        DATE: NOVEMBER 28, 2023
LOCATION: TECHZONE @ MAIN
HOURS: Full-Time (37.5 hours), including evening and weekend hours
SALARY: Grade 8, $16.71/hour, Non-exempt

ABOUT THE LIBRARY
Since 1874, the Akron-Summit County Public Library (ASCPL) has been an essential community asset. We’ve been recognized nationally as one of the finest public libraries in the United States due to our excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

We offer a comprehensive benefits package, including paid vacation and sick leave, 11 paid holidays, voluntary benefits (health, dental, and vision), ASCPL-provided life insurance, and retirement through the Ohio Public Employees Retirement System (OPERS).

DUTIES & RESPONSIBILITIES:
The ASCPL is hiring a TechZone Assistant to support our Mission Statement to provide resources for learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life. The TechZone Assistant provides excellent customer service while performing a variety of duties related to assisting customers with technology and the Library’s makerspace equipment, including:

- Advising and assisting customers in using all technology and equipment, offering instruction when necessary.
- Understanding, analyzing, and assisting with resolving various technical questions.
- Serving as a passport agent within Department of State requirements.
- Serving as a notary public within the requirements of the Ohio Revised Code and Ohio Administrative Code.
- Assisting with cleaning, servicing, troubleshooting, and maintaining equipment available in TechZone.
- Assisting with training new hires and other employees on TechZone routines.
- Addressing problem situations and maintains order as needed.
- Performing standard Library routines, including circulation, delivery, merchandising, and service desks.
- Interpreting the Library’s policies and procedures to the public in a customer-responsive manner.
- Performing clerical duties, and maintaining supply stock and orders supplies.
- Performing opening and closing routines.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
Required: High school diploma or equivalent. Skill in customer service. Ability to help customers use personal and library technology and equipment. Ability to provide in-person and remote technical support. Ability to become a passport agent and a public notary. Knowledge of the principles of intellectual freedom as they apply to public libraries. Ability to lift light to moderate objects (more than 25 pounds) and carry them short distances (50 feet or less) and pushing Library materials carts up to 200 pounds. Ability to pass criminal background and education verification checks.

Preferred: Some college coursework or Associate’s degree. 2 or more years of related experience.

DEADLINE FOR APPLICATION: Open until filled (preference given to candidates who apply within the first two weeks)

For consideration, applicants for this position must either submit a resume and a cover letter indicating previous applicable experience and training or complete an Employment Application in the Human Resources Department at Main Library. Email resumes to library-HR@akronlibrary.org or mail them to: Human Resources, Akron-Summit County Public Library, 60 S. High Street, Akron OH 44326-0001. For more information about the ASCPL system, visit our website at www.akronlibrary.org.

THE AKRON-SUMMIT COUNTY PUBLIC LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER

60 South High Street | Akron, Ohio 44326 | akronlibrary.org
Our Core Values: Excellence | Service | Learning | Diversity & Inclusion