



LICKING COUNTY LIBRARY

Job Description Technology Trainer

Department: Outreach & Programming
Reports To: Outreach & Programming Manager
Job Classification: Part-Time Staff Member 20 hours/week; Temporary; Non-Exempt; Dependent upon the State Library of Ohio grant; Not Fringe Benefit Eligible, Holiday Pay Eligible; OPERS Retirement

Mission: *To serve our community of lifelong learners.*

Job Summary: The Technology Trainer assists system-wide customers in basic computer skills, including PC Basics, the Internet, applications such as Google and social media, e-readers, tablets and other emerging technologies. The Technology Trainer schedules and promotes computer classes through various media outlets and teaches at all locations of Licking County Library and within the community.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library customers, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- High School diploma or equivalent required.
- Two years of related experience or an equivalent combination of education, experience and training.
- Experience in teaching and/or public speaking.
- Valid driver's license and access to a vehicle to provide own transportation when participating in off-site library business.
- Must be insurable by the Library's auto insurance carrier.
- Must successfully pass a background check and pre-employment drug screening.

Minimum Knowledge, Skills, Abilities, and Other Characteristics:

- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Stay abreast of emerging technologies and media trends and embrace innovation and experimentation with technology related tools.
- Maintain an awareness of developments in the field of public library service.
- Ability to work with and instruct a diverse audience with varying levels of skills and activities.
- Ability to teach basic technology classes to library customers and staff.
- Ability to use, demonstrate, and teach technology related tools such as eReaders, iPads, smartphones, tablets, etc.
- Ability to solve problems using innovative and proactive techniques.
- Excellent verbal, written, keyboarding and telephone skills.
- Ability to establish and maintain effective relationships with customers, staff, and general public.
- Ability to operate Library computer terminal and other equipment such as photocopier, cash register, microfilm reader, etc.
- Ability to create and suggest useful applications for technology in a public library environment.
- Ability to learn time management software used in the public computer areas.
- Ability to follow verbal and written instructions.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to organize and prioritize workload.
- Knowledge of and willingness to follow and enforce Library policies, procedures, and techniques.
- Ability to maintain confidentiality of information handled.
- Ability to recognize and respond to potential dangers to customers and staff.
- Ability to use Microsoft Office Suite and other software.
- Availability to work days, evenings and weekends.
- Ability to perform the physical activities associated with the job.
- Flexibility in scheduling in regards to length of work day.

Essential Duties:

- Provides exemplary customer service to customers by providing current technology tools, teaching, and demonstrating their use at all LCL locations or other offsite locations within Licking County.
- Plans and implements computer- and technology-related classes for the public and staff.
- Coordinates, educates, and conducts classes and presentations for customers and staff on and off-site on library services and resources (i.e. speaker's bureau, community groups, internal staff training, etc).
- Maintains an awareness of developments in the field of public library service.
- Assists customers with basic computer-related requests including setting up email accounts, resume writing, Internet searching, and basic software applications such as Microsoft Word and Excel.
- Investigates, troubleshoots, and resolves basic computer hardware and software problems.
- Assists with system-wide equipment, digital content, services, programs, procedures, and recommends purchases and changes to immediate supervisor.
- Compiles information and statistics as requested by immediate supervisor.
- Submits invoicing information to the Library Business Office as requested and required for the program.
- Maintains class sign-up sheets and perform follow-up phone calls to class registrants.
- Creates and edits Microsoft Power Point slides for class presentations.
- Creates, reproduces, and distributes class handouts utilizing library office equipment.
- Instructs Library customers in the use of Library equipment.
- Updates and assists in development of website, Facebook, and other online marketing/network tools as requested.
- Develops and conducts internal and external communications with tact, finesse, and confidentiality according to Library policies and procedures.

- Fosters positive working relationships across Library departments and branches.
- Monitors the behavior of Library users.
- All other duties as needed or assigned.

Additional Duties:

- May assist customers with microfilm reader/printer.
- May attend library continuing education activities and/or represent library at conferences and area events.
- May represent the library and participate in the activities of local professional and community organizations.
- May recommend policy, procedure, and signage to immediate supervisor.

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Created: October 10, 2012; Revised April 2022; Revised February 2023

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date