Job Description

POSITION TITLE: Reference and Technology Associate
CLASSIFICATION: Associate
REPORTS TO: Innovation Lab Supervisor
DIRECT REPORTS: None
SALARY RANGE: R14; starting at $22.00/hr
STATUS: Non-Exempt; part-time 20 hrs/week
Works a 4-week rotating schedule with some evenings/weekends

RESPONSIBILITIES

Primary responsibilities include assisting and instructing customers with public access technology. This includes locating and using a broad spectrum of information resources and services (print, electronic, referral, etc.) and technological equipment.

- Provides support and assistance to users of the library's Computer Lab and Innovation Lab.
- Instructs and assists library patrons in using traditional technology services and software. Also, instructs and assists library patrons in the use of makerspace equipment and software such as sound recording gear, 3D printers, vinyl and craft cutters, large format printers, etc.
- As part of the Adult Services team acts as backup for reference questions, readers' advisory, and chat assistance.
- Ensure that equipment has necessary supplies, such as paper, filament, and other supplies.
- Maintains and troubleshoots the library's public access technology, peripherals, devices and networks, including logging issues with appropriate staff.
- Designs, plans and implements training programs to meet technology learning needs of users.
- Assists with Innovation Lab related one-on-one patron requested appointments.
- Manages the development of one's own learning and ongoing improvement of skills and knowledge.
Applies customer service skills to enhance the level of user satisfaction.
Assists users on the public access computers with learning basic technology skills; can provide users with basic overview of Innovation Lab technology.
Follows documented procedures for booking rooms, checking out equipment and other procedures.
Uses applicable software to price custom work for patrons, such as 3D prints and other specialty printing. Helps maintain ticketing system and move along patron orders.

**REQUIREMENTS**
- High school diploma or equivalent; Associate’s degree in Computer Technology or equivalent experience in a technical/computer related position preferred.
- Ability to interact with the public in a consistent, friendly and professional manner.
- Experience working with public access technology, in a makerspace, or other creative space is a plus.
- Working knowledge of public access technology including common devices, peripheral equipment, and related software (e.g. MS Office).
- Working knowledge of multimedia hardware and software.
- Interest and ability to instruct users on a variety of skill level both in group and one-to-one settings.
- Must have excellent communication skills.
- Ability to read a variety of manuals, write documents following prescribed formats, and present information to others.
- Ability to multitask and prioritize customer requests.
- Ability to work independently with little supervision.
- Positive attitude, a willingness to accept change, and commitment to quality customer service.
- Ability to learn, operate, and teach complex computer applications and programs.
- A desire to support innovation and creativity, an openness to learning and new ideas.

**COMPETENCIES**
- Technology: Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software. The ability to identify, diagnose, and correct common technology problems.
- Teamwork: The ability to work collaboratively with others to achieve department goals.
• Equity, Diversity & Inclusion: Commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view.

• Ethics: Commitment to the Ohio Ethics Law and the basic ethics and values of library service.

• Intellectual Freedom: The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

PHYSICAL REQUIREMENTS

• While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires light physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of objects/book carts (up to 10 lbs.).

• The majority of the work is performed in an office setting. The worker is required to have close visual acuity to perform an activity such as: viewing a computer terminal; extensive reading.

To apply for this position go to www.westervillelibrary.org/careers.
The Westerville Public Library is an equal opportunity employer.