Public Tuscarawas County LIBRARY
live. learn. grow.

Bolivar
Strasburg
Sugarcreek
Tuscarawas
New Philadelphia

Job title	*Emerging Technology Associate*
Classification	*Library Associate*
Department	*Administrative Support*
FLSA Status	*Non-exempt*
Direct Reports	*None*
Reports to	*Library Director*
Revised	*04/01/2016*

Position Summary

Seeks to promote the library and build relationships in the community by providing programs, training, services, and resources related to technology.

Essential Functions and Duties

- Provides reference and technology training services to customers as related to new technology trends, gadgets, digital resources, and computer training
- Interprets community interests and needs in order to plan appropriate services
- Compiles, maintains, and distributes promotional and tutorial materials for the library's digital resources
- Assists in planning, developing, and coordinating technology/electronic materials acquisition
- Stays familiar with databases and digital resources, as well as customer interests with the aid of Webjunction, vendor newsletters, and colleague networking
- May assist in the selection of devices and materials
- Reports digital resource and technology training statistics
- Develops, plans, and presents technology/electronic programs and training throughout the library system for the public and staff
- Collaborates with the schools, agencies, and community groups regarding the library's digital resources and technology offerings
- Makes recommendations to the Information Technology Manager, the Director, and members of the library's management team regarding present and future technology needs
- Assists in developing and maintaining the TCPL website and the TCPL social media platforms
- Instructs customers on use of library's computers, devices, and e-resources including databases and downloadables; stays current on use of new library resources
- May assist with inventories of the collection and of digital devices
- Provides quality circulation, reference, and reader's advisory service to customers
- Takes a proactive approach with customer service by anticipating needs and building relationships within the community to advance the mission of the library
- Prepares and coordinates customer collections
- Interprets and fulfills customer needs; refers them appropriately
- Creates and maintains promotional materials and displays
- May initiate and submit grants based on library initiatives
- May be responsible for library in the absence of other supervisory staff
- Provides new customers with information about the library; promotes library information, services, and programs
- Must use independent judgment, within procedural boundaries, and possess good problem solving skills
- Provides Mobile Services support

- Demonstrates a positive attitude and supports library goals and objectives
- May assist in evaluating and updating the library's comprehensive and innovative Technology Plan; may assist Information Technology Manager in maintaining and overseeing the library's computer lab and devices
- Reports computer and technology device problems to Information Technology Manager
- Keeps abreast of developments in the profession by attending conferences, workshops, and other training sessions
- Keeps informed of developments in the emerging technology field and community and makes recommendations for improvements in specialized service area
- Keeps abreast of OPLIN, SEO and consortium news and developments by monitoring appropriate email listservs
- Assists in training and monitoring Pages and/or volunteers and informs department supervisor/manager of any problems
- May prepare reports
- Reports maintenance problems to the Maintenance Assistant and/or appropriate authority; alerts supervisor/manager to concerns
- Monitors customer usage of the library facilities and takes a proactive approach in preventing disruptive or unsafe behaviors or conditions
- Conducts promotional and informational tours
- Prepares for, participates in, and attends library meetings
- Performs other duties as assigned

Skills
- Excellent oral and written communication skills; listening and interpersonal skills; organizational skills; public speaking skills
- Excellent computer and information technology skills
- Skilled in demonstrating and teaching mobile technology
  - Tablets, eReaders, laptop
  - Digital downloads

Qualifications
- Bachelor's degree preferred
- Customer service in a technology related field and/or equivalent experience preferred

Working conditions
- Walking
- Sitting/standing
- Driving/cycling
- May be required to load, unload, lift, shelve, transfer, and/or transport materials up to 50 lbs.
- Provides own transportation in fulfillment of job duties
- Able to work evenings and weekends
- Computer use
- Travel up to 35%

NOTE: *This profile portrays typical duties and responsibilities, and is not intended to be all-inclusive.*

Employee Signature:	
Reports to signature:	
Date:	