Information Technology Librarian Job Opening

North Lake County Public Library, located in beautiful northwest Montana, is looking for an individual who has advanced computer and device software and hardware skills, experience assisting and teaching others with various technology skill levels, and exceptional customer service skills to fill the Information Technology Librarian position. Our successful candidate will have prior experience with Windows, Google, Apple and Android operating systems, will exhibit patience and experience teaching others how to use technology, and have a bachelor's degree with 1-3 years of technology work experience or a combination of technology education and experience.

The Information Technology Librarian works under the supervision of the Library Director. The position is primarily responsible for technology assistance for patrons and staff, technology related programming, IT duties for the Library's equipment and services, and ongoing projects and related work as assigned. This position requires exceptional organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

Polson is a growing community that sits on the shores of beautiful Flathead Lake, with access to shopping, snow skiing, hiking and biking trails in surrounding areas and Glacier National Park within a 90-minute drive.

North Lake County Public Library is an independent public library district with an exciting future. We offer competitive pay and excellent benefits, including MT Public Employees Retirement Plan, Medical/Dental/Vision insurance, life insurance, paid vacation, holiday and sick leave. Explore our website at https://northlakecountylibrary.org.

A complete position description, announcement and application are available on our website or by contacting Library Director, Abbi Dooley at abbid@polson.lib.mt.us or 406-883-8225. First review of application packets is November 9, 2020. This position remains open until filled.

POSITION ANNOUNCEMENT

POSITION: Information Technology Librarian

HOURS: Permanent Full Time *(including some Saturday and evening shifts)*

BENEFITS: Sick Leave, Vacation, Retirement Plan, Health Insurance

WAGE: Starting minimum $15.50 per hour, dependent on qualifications

FIRST REVIEW: First review of applications Monday, November 9, 2020 or until filled

START DATE: Immediately upon successful completion of background check

APPLICANT MUST SUBMIT:
- ✓ North Lake County Public Library District Application
- ✓ Cover Letter
- ✓ Current Résumé

SUMMARY:

The Information Technology Librarian works under the supervision of the Library Director. The position is primarily responsible for technology assistance for patrons and staff, technology related programming, IT duties for the Library's equipment and services, and ongoing projects and related work as assigned. This position requires exceptional customer service skills, organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

THIS POSITION REQUIRES:

- Bachelor's degree and 1-3 years of work experience or a combination of technology education and experience.
- Advanced computer skills to include software and hardware troubleshooting, maintenance, and implementation
- Experience instructing others and the ability to work with people representing a wide range of technical know-how
- Adaptability to cover various library roles as necessary
- Flexibility in scheduling
- Successful completion of a criminal and personal background check
- Successful completion of skills testing (typing, spelling, grammar) prior to hire

RETURN COMPLETED PACKETS TO:

Abbi Dooley, Library Director
North Lake County Public Library District
P.O. Box 820 / 2 1st Ave E
Polson, MT 59860
abbid@polson.lib.mt.us

North Lake County Public Library District
2 – 1st Ave E., / P.O. Box 820, Polson, MT 59860
406-883-8225 / Fax 406-883-8239

NORTH LAKE COUNTY PUBLIC LIBRARY DISTRICT
JOB DESCRIPTION

Position Title: Information Technology Librarian *(October 2020)*

Reports To: Library Director

<u>General Summary</u>**:** The Information Technology Librarian works under the supervision of the Library Director. The position is primarily responsible for technology assistance for patrons and staff, technology related programming, IT duties for the Library's equipment and services, and ongoing projects and related work as assigned. This position requires exceptional organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

<u>Responsibilities:</u>

Technology Duties
- Main point of contact for technology questions
- Maintain hardware and software on all public access computers (PACs) and devices and recommend repairs and upgrades to supervisor where appropriate
- Develop, setup, host and present public technology training classes both onsite and offsite and provide participants with a method of evaluation
- Provide training for staff on library technologies, software and applications and maintain staff technology notebook
- Provide one-on-one sessions with the public for technology help related to library equipment, software, web-based services and applications as well as some other general topics (i.e. Google suite, Microsoft suite, smartphones)
- Responsible for setting up technology such as laptops, projectors, SMART Board, etc. as requested for general library programs and events, as well as those of the public
- Record and manage library statistics to include in monthly and annual reporting
- Act as a liaison between the library and technology contractors
- Write applicable grants to assist with technology expenditures
- Oversee annual inventory process
- Work with the Youth Services Librarian to develop and implement STEAM (science, technology, engineering, art and math) programming
- Maintain and oversee the use of the library's 3D printer
- Design marketing materials, instructional posters and handouts on library digital resources and services
- Maintain and create content in the library's Niche Academy webpage
- Develop partnerships within the community, including with school librarians
- Maintain and update the library's catalog app with current, relevant information

Additional Job Duties
- Perform cataloging duties in the Montana Shared Catalog, as assigned
- Contribute to the collection development spreadsheet
- Perform and complete the duties of circulation during any shift (including rotating Saturdays) or portion of a shift to assist patrons in making effective use of the library, including location of materials and instruction in the use of online databases, internet, and other computer applications
- Answer reference questions
- Assist with library opening and closing procedures
- Maintain the library's digitized collections and continue to digitize, working with the Director, as

materials become available
- Perform community outreach by visiting senior and assisted living facilities and provide them with technology assistance as well as materials delivery and pickup
- Perform other duties as required or assigned

Job Requirements:

Knowledge, Skills, Abilities
- Establish and maintain effective working relationships with other employees, trustees, patrons, and community members
- Exceptional customer service skills required
- Attention to detail and accuracy is essential
- Skill in the use of effective time management and organizational skills
- Skill in maintaining high productivity and self-motivation
- Flexibility during the workday will be required, depending on circulation desk needs
- Ability to communicate effectively, patiently, and courteously both orally and in writing
- Ability to show thorough knowledge of grammar, spelling, punctuation and composition
- Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model
- Demonstrate advanced knowledge and ability to use computers, electronic devices, and library specific equipment
- Demonstrate specialized knowledge of library software applications and digital resources
- Demonstrate technology troubleshooting skills and ability to find necessary resources to resolve problems
- Demonstrate competence with the most current uses of technology
- Demonstrate knowledge in the use of all library services, programs and resources
- Possess proficiency in typing, word processing, and editing skills using Microsoft applications
- Ability to interpret and apply procedures and policies of the Library, organize work assignments, recognize priorities, understand and follow written and oral directions
- Ability to work a flexible schedule including some Saturdays and evenings, and travel to outlying service areas

Confidentiality:
- Abide by Montana confidentiality and privacy of library records laws
- Abide by the ALA Code of Ethics

Education and Experience:
The above knowledge, skills and abilities are typically acquired through an equivalent combination of education and experience sufficient to perform in this position including:

- Bachelor's degree and 1-3 years of work experience or a combination of technology education and experience. Library experience preferred. High school diploma or equivalent required.
- Advanced computer skills to include software and hardware troubleshooting with an understanding of applicable resources as well as competency in Microsoft Office Pro, Google Suite, Windows operating systems, Google Chrome operating system, Apple operating system, and Android operating system. Ability to learn new versions of the listed technologies as they become available.
- Experience with downloadable books, e-readers, tablets, and smartphones
- Experience with instruction of others and ability to work with people representing a wide range of technical know-how
- Prior experience with Canva, social media, Google Admin Console, Windows Server, Active Directory, and Deep Freeze a plus.
- Prior experience with SirsiDynix, OCLC, Overdrive, and other library experience a

plus.
- Extensive experience, competency, and courtesy working with the public

Professional Growth:
Attend workshops, conferences and trainings, both in person and online, to expand knowledge, with the option to achieve certification.

License and Certification Requirements:
- Current valid Montana Driver's License
- Complete criminal and personal background check

Physical Demands*
- Personal contact with the public and other employees is continual, requiring strong communication skills, tactfulness, diplomacy, and good judgment under stressful situations
- Duties are performed in an office type environment with noise levels ranging from quiet to moderate
- Must be able to safely operate the library's motor vehicle for both short trips as well as longer travel out of the City.
- Must be able to walk, sit, talk, and hear
- Must be able to use hands to finger, handle, feel or operate objects, tools or controls
- Must be able to reach with hands and arms
- Must be able to climb, balance, stoop, kneel, crouch, or crawl
- Must be able to tolerate all types of dust
- Must be able to lift and/or move up to 50 pounds
- Must possess close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
- Must be able to tolerate long-term use of computers
- Must be able to tolerate standing or sitting for a prolonged period of time at one station
- Must be able to travel on occasion

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimers:
The position descriptions above are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Individuals may perform other duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods or, otherwise, to balance the workload. Hours, duties and working conditions may be altered under extenuating circumstances.