



## HUDSON AREA JOINT LIBRARY

LIBRARY ASSISTANT II—IT Support Services

Position Title: LIBRARY ASSISTANT II - IT Support Services

Department: Patron Services

Supervision Received: Library Director Supervision

Exercised: Library Aides, Volunteers

FLSA: Non-Exempt

Date Approved: August 21, 2018

Date Revised:

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### **Position Purpose:**

Under general supervision, the Library Assistant II: IT Support Services provides technology assistance to end users, both patrons and staff; coordinates technology updates with regional IFLS/MORE staff, and performs technology maintenance tasks throughout the Library. Additionally, this position may provides reference services at the Adult Services desk.

The following knowledge, skills, and abilities are required of all employees:

**1. Communication:**

- *Effective written and oral communication skills;*
- *Active listening skills; seeks first to understand.*
- *Communicates respectfully, at all times.*

**2. Customer Service:** *Effectively connects with the patron and builds positive relationships with library patrons.*

**3. Personal Leadership:**

- *Demonstrates effective judgement and decision making process;*
- *Provides appropriate responses and direction to predictable and unpredictable situations;*
- *Models accountable behaviors and interactions to create a foundation of trust;*
- *Embraces change;*
- *Seeks learning opportunities;*
- *Maintains patron confidentiality;*
- *Creates a positive and productive work environment.*

**4. Results:** *Aligns work with Library's mission and vision and strategic plan goals; Accepts responsibility for outcomes.*

**5. Self-Management:** *Balances work and personal life; is aware of emotions and impact on others.*

**6. Relationships – Teamwork:**

- *Promotes team cohesiveness and accountability;*
- *Inspires others through effective leadership;*
- *Collaborates with others;*



- Shares expertise and talents;
- Participates actively and productively in meetings.

7. **Technology:** Embraces new and emerging technology for efficiency and life-long learning.

### **ESSENTIAL RESPONSIBILITIES**

The following job functions are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs opening and / or closing of library, as needed.
- Performs customer service duties and provides first class customer service to all library visitors.
- Works at Adult Services desk to provide reference services.
- Develops and provides technology related programs for patrons and technology training opportunities for staff.
- Troubleshoots and resolves patron and staff reported problems with systems/applications.
- Performs routine maintenance of computers and equipment, installs configures, and tests computer hardware and software.
- Escalates major problems to IT at IFLS, as appropriate.
- Maintains inventory of all hardware and equipment and 5-year replacement schedule, with Director.
- Professionalism and Professional Development
  - Keeps current of new trends in technology and recommends emerging technologies;
  - Continues to develop IT skills;
  - Participates in professional development opportunities when appropriate.

### **OTHER JOB FUNCTIONS**

- Performs other job duties as assigned.

### **REQUIREMENTS**

- Education: Two years college or specialized training post-high school in computer science or related field, or equivalent.
- Experience: 1-2 years of customer service experience, preferably in a public library, with 1 of year supervisory experience required.
- Experience: 1-2 years computer experience, preferred.
- A combination of education and experience may be considered.

### **KNOWLEDGE, ABILITIES, AND SKILLS**

- **Knowledge of**
  - Library technology, automation and computer systems;
  - Basic computer hardware and software;
  - Communication standards (written and oral);
  - Standard office equipment;
  - Proficient with computers and applications.
- **Ability to**
  - Work independently with minimal supervision;
  - Maintain confidential information;
  - Communicate effectively;



- Establish and maintain effective working relationships.
- **Skills in**
  - Ability to perform detailed computer work with consistent accuracy, and strong attention to detail;
  - Ability to work prioritize work and meet deadlines;
  - Ability to identify and resolve problems.

#### **PHYSICAL DEMANDS and WORKING CONDITIONS**

- While performing the duties of this position the employee may be required to:
  - Sit, stand, walk, climb, stoop, kneel, crawl, talk, and hear;
  - Bend, twist, or reach;
  - Required to balance or climb, on occasion;
  - Push or pull wheeled library carts weighing up to 400 pounds;
  - Lift or carry items weighing 50 pounds or less;
  - Use fingers and hands to handle, feel, or operate objects, tools, or controls, such as computer keyboards.
- Work is performed indoors with a minimum amount of outside work.
- Work schedule may include evening and weekend hours, as necessary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**ACCEPTANCE STATEMENT**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without accommodation, of the position of Library Assistant II-IT/Reference Services at the Hudson Area Library. If employed, I certify that I can and will perform the essential functions of the position. Administration reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for informational purposes only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

I acknowledge that I have read the information presented above, and I understand the expectations set forth hereto.

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Employee Signature

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Date

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Library Director

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Date