

PUBLIC SERVICES ASSOCIATE III +, Technology Specialist

Department: Public Services

Classification: 9

Reports to: Assistant Director of Public Services

Last updated: September 2021

FLSA Status: Non-Exempt

REQUIREMENTS FOR ALL EMPLOYEES:

- Provide courteous and friendly service to internal and external customers.
- Ability to work effectively with library staff and public.
- Ability to communicate clearly, both in writing and orally.
- Observe opening and closing procedures as required.
- Evening and weekend hours may be required.

EDUCATION/EXPERIENCE REQUIRED:

- Two years of college level coursework, Associates Degree, LTA certificate, or equivalent.
- Two years related experience in a comparable business, organization, or library.
- Experience providing group and one-on-one technology instruction.
- Knowledge of reference and research procedures, materials, and current technology.
- Knowledge of/interest in literature and library procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to conceptualize creatively and quickly.
- Ability to identify and translate the needs and interests of patrons into effective library services and programs.
- Ability to provide exceptional customer service experience to patrons and staff.
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations.
- Ability to relate to library patrons of diverse ages and abilities in a positive, patient, and effective manner.
- Ability to see projects through to fruition.
- Ability to work independently and as a member of a team.
- Demonstrates ease and comfort with emerging technologies.
- Demonstrates excellent presentation and writing skills, and the ability to adapt programming for various age groups.
- Demonstrates a strong interest in technology and the ability to learn new applications.
- Knowledge of current trends in library services related to digital literacy and making.
- Knowledge in Windows, Android, and iOS operating systems and software.
- Ability to learn circulation procedures.

DUTIES AND RESPONSIBILITIES:

- Provide reliable and accurate reference and readers' advisory assistance to patrons in person, on the telephone, or electronically.
- Participate in the Book-an-Expert service as the primary expert for technology related appointments, including database and e-Resource instruction.
- Process passport applications according to guidelines set by the Department of State.
- Assist patrons with creative technology projects.
- Assist in the on-going development and improvement of technology services.
- Provide excellent customer service to patrons of diverse ages and abilities.
- Provide patron account assistance, including the collection of fees.
- Check materials in and out of the library.
- Accept applications for library cards.
- Answer and direct incoming phone calls.
- Develop and conduct technology-based programming for all ages.
- Create a hands-on learning environment.
- Assist with the planning and implementing of library programming.
- Develop and conduct staff technology training and create instructional materials and videos under the direction of the Assistant Director of Public Services and the Head of IT/Technical Services.
- Assist with collection development.
- Read professional literature, attend meetings/webinars, and workshops.
- Maintain up-to-date knowledge of technology offered at the library.
- Familiarity with library policies and procedures and able to make decisions in accordance with them.
- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Troubleshoot making equipment/technology.
- Assist with duties of the Assistant Director of Public Services as requested.
- Perform related duties as required and assigned.
- Act as Person-in-Charge on nights and weekends as assigned.

PHYSICAL REQUIREMENTS/DEMANDS:

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

- Sit or stand for extended periods.
- Required to walk, and talk or hear.
- Required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms.

- Occasionally required to climb or balance, stoop, kneel, crouch, crawl or stand for long periods.
- Occasionally lift and/or move up to 50 pounds.
- Safely push carts loaded with up to 100 pounds of materials.
- Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Physical tasks may include moving boxes, book carts or furniture, and shelving library materials.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is generally quiet.

DISCLAIMER:

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Assistant Director of Public Services to assign, direct, and control the work of the Public Services Associate III +.