TECHNOLOGY AND INFORMATION SERVICES LIBRARIAN

Position Purpose:
The principal purpose of this position is to select, install, and maintain the library's computer equipment and systems and provide technical support and training to the staff; also performs the duties of an Information Services Librarian; all other related work as required. The Technology Librarian is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control

Supervision:
Supervision Scope: Performs varied and responsible duties of a technical nature requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, supervise and instruct staff, and analyze the facts or circumstances surrounding individual problems. Independent action involves implementing and maintaining all computer systems; monitoring systems' usage and practices. Works with and may employ computer consultants and specialists as required for specific projects. Instructs users in the proper use of their assigned systems; determines priorities and responds to user service requests based upon departmental policy.

Supervision Received: Work is performed under the administrative direction of the Library Director. Employee generally establishes own work plan and completes work in accordance with established policies and standards; only cases involving clarification of library policies and procedures are referred to supervisor.

Supervision Given: Supervises librarians, student interns and other assigned staff in any computer-related activities. Works cooperatively with computer consultants and specialists. Supervises inter-departmental technology projects. Works with staff to implement network computer changes and updates.

Job Environment:
Work is performed under typical library conditions; the noise level is quiet to moderate at most times. Essential functions are regularly performed without exposure to adverse environmental conditions. Library operating hours may require evening and weekend work.

Deals frequently with emergency situations and unscheduled tasks.

Operates computers and peripherals, telephone, standard office and library equipment.

Makes frequent contact with the general public, library staff, and technical and/or computer vendor representatives. Contacts require a moderate level of persuasiveness, resourcefulness, and discretion to influence the decisions and behavior of others.

Has access to confidential information including personnel records and information stored on the computer system. Most information is subject to public disclosure and must be appropriately presented for the audience and communicated factually.

Errors could result in reduced levels of service, monetary loss, and significant damage to library resources.

Essential Functions:
(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

To maintain computer systems and peripherals for staff and public to ensure that work and service may proceed as efficiently and easily as possible.

Diagnoses computer and related equipment problems throughout the library, dealing with a wide variety of problems as they arise. Makes repairs or calls out for repairs as required. Communicates with vendors regarding computers.

Projects and plans for future technology requirements. Evaluates and makes recommendations to the Director. Selects and purchases hardware and software. Investigates new products to determine their potential usefulness within the library.

Installs and configures hardware and software including terminals, scanners, printers, security software and filtering software. Installs new hardware and software applications as needed. Monitors ongoing computer systems operation including security issues.

Documents library computer information including hardware platforms, software releases and upgrades. Creates and maintains instructional guides for general staff or public use.

Instructs and supervises the staff in the use and basic maintenance of computer equipment and peripherals. Coordinates oversees training of patrons in the use of library equipment.

Acts as Minuteman Library Network Technical Coordinator, the primary liaison to the MLN Central Site for technical support for installation and maintenance of library automated systems equipment. Attends Key User meetings and related training sessions. Stays abreast of innovations in library technology.

Coordinates the maintenance of computers, printers, and related equipment on the town network with the town's computer department personnel.

Serves as the library's web master. Oversees and updates the library's web page.

Performs duties of Information Services Librarian when scheduled at the Reference Desk. Orients patrons to new technology available. Assists patrons in use of various interfaces with available databases, indices, and other tools in both print and electronic format. Instructs patrons in the use of library sources and all related equipment and systems.

Pursues opportunities for professional development and maintains current knowledge of the field. Learns all new technology and software programs as well as upgrades in network technology. Shares information about technologies, websites, etc. with staff and makes recommendations. Works with administration in analyzing library's present and future technology needs and makes recommendations for purchase of appropriate hardware and software.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:
Master's in Library Science from an A.L.A.-accredited institution; supplemented by additional training in library technology, computer hardware and network maintenance, and desktop applications; two years of experience in library operations; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job.

Knowledge, Ability and Skill:
Knowledge: Thorough working knowledge of library principles and procedures. Complete familiarity with automated library systems and related applications. Familiar with Windows LAN environments. Knowledge of HTML and web management. Knowledge of standard office procedures, practices, forms, and equipment.

Ability: Ability to evaluate technology options and plan for their current and future use and procurement. Ability to communicate effectively and instruct all levels of users within the library. Ability to deal with the all members of the public in a courteous and tactful manner (including children and young adults. Ability to work with a high level of detail. Ability to prioritize multiple tasks and deal effectively with interruptions. Ability to identify and to analyze complex issues and to develop appropriate recommendations.

Skill: Flexibility in order to adapt to constantly changing technology. Skills in operating above mentioned equipment. Excellent reference skills. Strong conceptual, analytical, and writing skills. Skill in administrative and technical work related to information systems, office automation and other technologies.

Physical Requirements:

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. Work is primarily of an intellectual nature. Tasks involve extended periods of time at a keyboard or workstation; operates a keyboard at an efficient speed. Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Occasionally lifts and/or moves objects weighing up to 60 pounds such as computer hardware, books, equipment, supplies, etc. Vision and hearing at or correctable to normal ranges. Communicates verbally and in writing. Intellectual and mental acuity to perform conceptual and detailed technical work.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

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