

JEFFERSON PUBLIC LIBRARY JOB DESCRIPTION

TITLE: TECHNICAL & PROGRAM ASSISTANT, ADULT DEPARTMENT

PURPOSE OF POSITION

General Statement of Duties:

This position is responsible for maintenance of the Library's technology, including computers, equipment, electronic resources and virtual services. In addition, this position assists the Adult Librarian in planning and executing educational programs for adult patrons of the Library.

Reports to: Library Director

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

General Duties:

- Handle routine circulation desk operations: check library materials in and out using automated system, assist patrons in using online catalog to locate library materials, answer reference questions, issue library cards, keep accurate circulation statistics, answer the telephone, unpack book and supply orders, figure charges, collect money, make change, and balance cash drawer
- Assist in management of the adult department by training new librarians, communicating information to staff, and assisting with work flow and coordination of assigned duties

Technical Assistant Duties:

- Assist public and staff in the use of, and provide instruction on use of computers, software & electronic resources, office equipment, and virtual services
- Perform regular maintenance and upgrades on library computers & equipment
- Help plan, implement and evaluate the library's present and future technical and automation needs and services
- Recommend purchase and assist in selection of computer hardware, software, electronic resources, supplies and other equipment
- Work with director in estimating computer expenses for budget projections
- Set up new equipment, troubleshoot hardware and software issues, and perform minor repairs on equipment as needed
- Manage inventory and storage of computer supplies and equipment
- Assist in maintaining library website and social media
- Promote library services and library and community events by maintaining the library's electronic bulletin boards
- Assist in maintaining the automated circulation system and online catalog
- Work with tech support staff associated with library vendors, and with library's IT consultant
- Attend classes and remain current with advances and changes in technology
- Assist in various other technical or computer-related projects as needed

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Adult Program Assistant Duties:

- Assist Director in designing, planning, scheduling, coordinating and implementing educational programs for adults
- Search library and Internet websites for program ideas; assist Director in selecting program topics and presenters
- Maintain an active public relations program, using local media to publicize library events, programs and services (newspaper, radio, cable TV, online news, email)
- Assist Adult Librarian with the arrangements for both on and off-site programs; collect data for the preparation of reports
- Edit and coordinate print and electronic distribution of monthly library newsletter
- Use graphics software to create event posters, informational fliers, and other promotional materials for both active and passive adult programs, including summer and winter reading programs, themed book displays, monthly reading incentives, contests, etc.
- Increase library awareness and patron visits to the library by using programming to motivate adults to visit and utilize library services
- Schedule and publicize library exhibits and displays
- Manage a homebound outreach service to local retirement homes by coordinating volunteer efforts, selecting materials, and communicating with those being served
- Collaborate with youth services department to plan and provide programs for all ages, coordinate themes, and assist each other in outreach and programming efforts.
- Support partnerships and collaborative opportunities with local schools and businesses, community organizations, and other library organizations (ex. GCLA, FOL, Library Talk)
- Attend workshops and other educational meetings to learn about and stay current on new library materials, program ideas, and trends.

QUALIFICATIONS FOR HIRE

Required Knowledge, Skills and Abilities:

- Knowledge of, ability to operate, and ability to perform maintenance on equipment such as desktop and laptop computers, tablets, printers, photocopiers, scanners, networks, photo kiosk, etc., or willingness to learn.
- Must understand technical jargon and be able to translate that to the library workplace
- Ability to troubleshoot hardware and software problems.
- Problem solving and mechanical ability.
- Ability to communicate with staff and public at a non-technical level.
- Ability to relate to staff and public in a cooperative and courteous manner.
- Good communication and instruction skills.
- Ability to work independently.
- Strong visionary skills to seek innovative uses of technology to further library service goals.
- Able to push and maneuver loaded book cart weighing approx. 50 lbs and carry cartons of books short distances.
- Ability to bend, stoop and lift up to 50 lbs.
- Ability to sit and use a computer workstation for long periods of time each day.
- Accuracy and attention to detail.
- Ability to communicate effectively, both verbally and in writing.
- Ability to organize and prioritize multiple responsibilities and project deadlines.
- Ability to work weekday, evening, weekend and morning hours.

Job Conditions:

20-25 hours per week year-round, including some mornings, afternoons, evenings, and Saturdays with some flexibility allowed in hours and days worked.

\$13.50 starting hourly wage with earned increases plus FICA & IPERS benefits. This position is eligible for the following paid benefits: holidays, sick leave, and vacation days, per the City of Jefferson's personnel policy.

Education:

High school diploma or equivalent.

Experience:

Demonstrated experience with computer software, hardware, and networks.

Previous experience with planning educational experiences and events for adults preferred.

November 2023