

**CAROLINE COUNTY PUBLIC LIBRARY JOB DESCRIPTION
LIBRARY ASSOCIATE I – FULL TIME**

GRADE: 4

POSITION TITLE: Library Associate I— Technology Specialist

FAIR LABOR STANDARDS ACT STATUS: Non-exempt

REPORTS TO: Executive Director

HOURS & DAYS OF DUTY: Full-time, 37.5 hours per week. The regular schedule includes evening, daytime, and a rotating Saturday schedule.

PRINCIPLE PURPOSE OF JOB: To courteously, professionally, and efficiently provide helpful, accurate service to customers, staff, and community partners.

JOB STANDARDS:

- Promotes and maintains the library's Mission.
- Demonstrates knowledge of established library policies and procedures and the ability to enforce them, referring unusual situations to supervisor or administration.
- Maintains confidentiality according to library policy.
- Regularly and punctually reports to assigned location.
- Demonstrates neatness, accuracy, thoroughness, and general effectiveness of work produced.
- Demonstrates personal responsibility for learning and growth through participating in training programs and workshops in line with agreed-upon learning plan.

ESSENTIAL FUNCTIONS: (50%)

- Provides frontline customer service at all three(3) CCPL locations.
- Provides detailed reference and referral services.
- Assists with collection maintenance, including shelving, shelf reading, and weeding.
- Assists customers with computers and other equipment.
- Educates customers on library technology, resources, and services.
- Assists with opening and closing procedures.
- Performs other duties as assigned.

TECHNOLOGY SPECIALIST: (50%)

- Provides technology instruction and assistance to internal and external customers.
- Serves as IT liaison to the Eastern Shore Regional Library.
- Clearly and concisely documents technology issues according to established procedures.
- Diagnoses, troubleshoots, and resolves common technical issues, escalating when necessary.
- Deploys, updates, and maintains library technology.
- Makes technology purchase recommendations.
- Updates and maintains library technology inventory.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Able to work independently.
- Able to function as a lead worker and provide guidance and/or training to other staff members
- Demonstrates strong communication and interpersonal skills.
- Demonstrates strong decision-making and problem-solving skills with emphasis on personal responsibility and willingness to deal with issues at hand.
- Ability to follow directions and complete tasks in a timely fashion.
- Meets all reference competencies.
- Meets core technology competencies.
- Meets core circulation competencies.
- Meets core library equipment/machines competencies.
- Meets core ILL (Marina) competencies.
- Meets core safety/emergency competencies.

PREFERRED EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's degree from an accredited college.
- Experience diagnosing and resolving technology issues.

DESIRABLE ADDITIONAL QUALIFICATIONS:

- Customer Service Experience.
- Library experience.

REQUIRED LICENSES AND CERTIFICATES:

1. Within two years of appointment, each Public Library Associate shall have successfully completed 90 clock or contact hours of approved in-service training through the Library Associate Training Institute or 9 hours of formal academic work in library science.
2. Upon completion of the initial training, each Public Library Associate will successfully complete 6 semester hours or equivalent (approximately 90 clock or contact hours) every five years from an accredited institution or an in-service program in subjects that are relevant to the assignment of a Library Associate.
3. Maryland Class "C" driver's license or an equivalent from another state.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Requires sitting, standing and walking for extended periods of time.
- Requires reaching, bending, and carrying light to moderate loads up to 20 lbs.
- Requires ability to move about library to help customers.
- Requires ability to operate a keyboard and view a computer monitor.
- Requires ability to communicate using a telephone.
- Requires ability to push/pull rolling book carts.
- Work is conducted in a normal office setting which provides comfortable lighting, temperature and air conditioning.
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls, observance of fire regulations and traffic signals.

NOTE:

- Certain conditions, e.g. economic constraints or staffing patterns, may necessitate change in job description.
- The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.