Library/Learning Commons Tech

Below you will find the details for the position including any supplementary documentation and questions you should review before applying for the opening. To apply for the position, please click the Apply for this Job link/button.

If you would like to bookmark this position for later review, click on the Bookmark link. To email this position to a friend, click on the Email to a Friend link. If you would like to print a copy of this position for your records, click on the Print Preview link.

 Posting Details

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Maintain and support the technology services offered within the Library and Learning Commons area and assist the Director of the Library in implementation of new and updates to existing technology. Offer high level, customer service to patrons and other guests of the Library and Learning Commons. Provide technical, organizational, and clerical assistance necessary to coordinate the daily operations of the Library office.

SOURCE OF SUPERVISION
Director of the Library

DIRECTION EXERCISED
In consultation with library staff, coordinates assignments and schedules student workers assigned to the department.

DUTIES AND RESPONSIBILITIES

1.) Technology Support: Assist Campus, Library and Learning Commons staff in the creation, support, and training of departmental technology services including but not restricted to:
   a. Maintenance of web pages
   b. Social media
   c. Library Course Pages
   d. Blog services
   e. Proxy Server
   f. Synchronous learning technology
   g. Scantron support
2.) Database Management: Responsible for all circulation services including managing and creating reserve/e-reserve materials and Interlibrary Loan. Must be able to effectively use all aspects of the ILS (Integrated Library System) including acquisitions, reporter, cataloging etc. Adds and edits patron records, and creates/edits brief catalog records in the integrated library system database. Performs copy cataloging duties. Troubleshoots issues with equipment housed in or checked out by the libraries, including laptops, tablets, etc. Updates patron and Library records in the Library database system as needed. Responsible for the physical library collections including stacks, reserves etc. Conduct periodic inventories, and oversees the shelving of materials and their organization in the library.

3.) Patron/Customer Services: Provide personal assistance to the immediate supervisor and other staff in obtaining, assembling and organizing materials, facilities and equipment for completion of their responsibilities; advise visitors; schedule appointments, act as contact person for the department. Provide positive public face for the Library and Learning Commons to all patrons. Provide light reference as needed. Troubleshoots and resolves problems while recognizing when it is appropriate to pass them on to their supervisor or others. This staff member is the first point of contact when problems occur, such as: resolving issues of interpretation of library policies, discrepancies in library user records, missing materials, and responding to patron concerns, etc. Ability to deal tactfully with a diverse public is essential.

4.) Clerical: Provide clerical support including but not limited to prepare correspondence, reports and related documents; handle and distribute mail; answer phone; order and inventory office supplies; maintain files and special records; operate equipment related to departmental operations; schedule appointments; act as contact person for the department.

5.) Student Employee Interaction: In consultation with library staff, directs, coordinates activities and schedules student workers assigned to the department. Works with students to accomplish project goals in a timely manner. Guides students on the use of Library, Learning Commons and Campus technology projects.

6.) Event Coordination: Assist with planning, organizing, scheduling, developing, arranging and promoting departmental activities and special events, and coordinating plans with other departments and outside agencies; coordinate various operations related to the specialized functions of the department and the support staff involved. Responsible for the coordination of the READ poster program.

7.) Other duties as assigned.

Minimum Qualifications

High School Graduate or equivalent
Two or more years of experience working in a multi-person, technology oriented environment
One or more continuous years of experience handling money and knowledge of basic accounting principles
6 months or more experience working with an Integrated Library System (ILS)
6 months or more experience working in a library
Possess and demonstrate excellent professional and customer service skills
Demonstrated knowledge of University academic policies
Demonstrated experience using and maintaining electronic office equipment and educational technology devices
Demonstrated ability to work independently and in a team setting
Demonstrated excellent oral and written communication skills
Demonstrated problem solving and decision making skills
Demonstrated ability to learn and implement new technologies
Demonstrated proficiency working with Microsoft Office
Ability and willingness to work some weekend and evening hours as necessary
Demonstrated experience with OCLC Interlibrary loan
Demonstrated attention to detail
Experience with tactful resolution of difficult situations
Possess strong organizational skills

**Desired Qualifications**
Associate Degree or higher
Experience maintaining web pages
Experience coordinating small to medium sized events
Experience with multiple forms of social media
Ability and eagerness to work in an evolving and demanding work environment

**Preferred Qualifications**
Adequate physical fitness to be able to sit and concentrate for long periods of time; use of fine motor skills to operate computers; problem solving ability; use of gross motor skills to lift up to 25 pounds occasionally; ability to understand and work with numbers; ability to see, hear, and speak with or without the use of aids to perform normal office tasks.
Ability to multi-task. Must have the ability to work well on his/her own; ability to be trustworthy and maintain confidentiality; ability to read and follow written and oral directions, and to plan and work well independently or in groups.

**Physical Demands**

**Work Hours**
8:00 am-5:00pm Varies

**Special Instructions to Applicants**
Posting Detail Information
Open Date
Close Date
Open Until Filled No

**Posting Specific Questions**
Required fields are indicated with an asterisk (*).
1. * How did you hear about this employment opportunity?
   - Public Job Posting
   - Internal Job Posting
   - Agency Referral
   - Advertisement/Publication
   - Personal Referral
   - Website
   - Other

**Applicant Documents**

**Required Documents**

1. Resume
2. Cover Letter

**Optional Documents**

1. Transcripts
2. Letter of Recommendation 1
3. Letter of Recommendation 2