

 **NORWALK PUBLIC LIBRARY**

An Equal Opportunity Employer

All New Hires Are Subject To A Criminal Background Check

Position Title: Technology/Training Supervisor

FSLA: Non-Exempt

Reports To: Director

Work Hours: 30 Flexible and Variable

Position Summary: Professional supervisory position responsible for assisting Director with all aspects of technology, training, and onboarding. Provides leadership, vision, and oversight to the library. This position requires unbridled enthusiasm and a genuine love and understanding of our staff and library patrons' unique interests and needs at all age and skill levels. This motivated, energetic individual will be responsible for coordinating, planning, and executing technology programming and training, as well as developing new and different patron experiences as community needs and interests change. Keeps abreast of new technology and resolves technical issues with library equipment and other devices for staff members and the general public. Employee will have familiarity with Microsoft Systems, Office Suite, VOIP phone systems, Sirsi Dynx, and Drupal 8. Will also perform a variety of Supervisory and circulation duties to assist patrons and staff with library services. Supervisors may be scheduled in either department depending on staffing needs.

Responsibilities include but are not limited to:

Reasonable accommodations will be made for disabled persons, covered by the ADA, in accordance with it requirements.

1. Assesses the needs of the community and collaborates with other departments to plan, prepare, and implement educational technology programming and services that are engaging, informative, and meets the mission of the Norwalk Public Library.
2. Provides direction to staff regarding staff technology needs. Including proficiency in using all mobile device with library services.
3. Produces monthly usage reports from the library's computers, AWE machines, and self-check.
4. Cleans and maintains computers, printers, copiers and other office equipment.
5. Maintains, installs, upgrades, and configures library computers and programs in compliance with Clevnet.
6. May assist with reference services and readers advisory. Under supervision of the Director, creates lists to assist with weeding and maintaining the collections.
7. Manages and coordinates with director, the orientation, training, and guidance of new employees, student assistants, and volunteers.
8. Manages website updates and online calendar; assists with social media when necessary.
9. Helps develop policies and procedures; implement new services.
10. Must attend staff meetings, in-services, Clevnet sigs, conferences, seminars, and other professional development opportunities as assigned or approved.
11. In the absence of adult supervisor, may coordinate staff assignments in the Adult Department.
12. Mandatory attendance at all major library events, and other department related programs as seen fit.
13. Performs additional duties as assigned. Fills in or assists in circulation department; completes digital media assignments as needed.

When necessary, the Supervisor will also perform duties to assist with the efficient operation of the library:

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Revised 06/10/2022

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1. Ensures excellent customer service by greeting patrons; checking items in and out; collecting fines/fees; explaining library policies and procedures; processing hold requests and ILL materials and notifying patrons of availability; handling telephone calls to provide general information, respond to all inquiries and directing calls to the appropriate individual.
2. Assists patrons with operation of library technology and equipment for patron usage; performs basic maintenance and/or repair on library equipment.
3. Assists patrons with accessing of information, books and/or materials, print and non-print; researches and responds to general reference questions and maintains confidentiality of information/records or other sensitive subject matter.
4. Registers and updates patron accounts, issues patrons new and replacement library cards; registers patrons for programs.
5. Performs opening and closing duties such as unlock/lock doors, turn on/off computers and equipment, empty the book drop and set up/cash out money drawer.
6. Pulls books and materials in need of repair or to assist with weeding, cleans, repairs, and shelves books and materials; searches for lost, overdue, or misplaced library items; assists with display and removal of current or new library materials; checks book drop; prints pull list and gathers items; other housekeeping tasks such as shelf reading, dusting of materials and shelves, and straightening the library appearance.

Knowledge, Skills and Abilities:

Knowledge of: Public library rules, policies, procedures, goals, and objectives; grammar and spelling; safe work practices and procedures.

Skill in: operating computers and library/office equipment; excellent public speaking; verbal and written communication; effectively and easily communicate technical topics to novices; customer service and interpersonal relations; accurately; accurately sorting, filing, and reading numbers and letters alphabetically and numerically.

Ability to: work closely with the Clevnet automation staff; present a positive and professional image to the public; understand and follow instructions; collect, analyze and interpret information and other data; respond to routine inquiries from the public; prepare accurate documentation; establish and maintain effective working relationships with library employees, patrons and the general public; maintain confidentiality of non-public and sensitive subject matter; exercise independent judgment and reliability; exhibit flexibility in work schedule and job tasks; adhere to Library policies, procedures, and standard practices;

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Education, Experience, and Training:

An appropriate combination of education, training, coursework, and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. A college degree or equivalent experience is preferred but will consider an exemplary employee with some of the above qualifications and experience in technology in public libraries. 3 years of public library and/or relevant work experience preferred.

Hazardous and Physically Demanding Working Conditions:

The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations. Employees may be exposed to or work with chemicals/fumes found in an office environment.

The position involves some sitting, walking, bending, and reaching. Employee occasionally lifts varying weights when moving books, boxes, equipment, or supplies.

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

MANAGEMENT APPROVAL

Norwalk Public Library Director

Date

EMPLOYEE UNDERSTANDING AND AGREEMENT

I have reviewed, understand, and will effectively perform the duties & requirements specified in this job description.

Employee Signature

Date