

## Town of Avon

**Title:** Library Technician I

Revised: October 2022

**Department:** Library. Technical Services

**Position Summary:** Performs responsible and varied technical services in the setup and maintenance of computers, peripherals, and software. Assists library patrons in using library services, technology, and facilities. May perform office administrative work or customer service work including the circulation of books and related collection items.

**Supervision Received:** Works under the general supervision of the Technology and Technical Services Librarian, who assigns areas of responsibilities, outlines policy and procedures, provides guidance as necessary, and evaluates work in terms of accuracy and effectiveness.

**Supervision Exercised:** May allocate tasks to volunteers as assigned.

**Essential Functions:** Performs basic setup, support, maintenance and troubleshooting of stand-alone and networked PC's software, terminals, peripherals, and audio-visual equipment. Updates and configures software applications. May train other staff or patrons on the proper use of computers, technology or software in both one-on-one, point of use instruction and formal class settings. Responsible for technical work requiring application of principles of computer technology.

Extracts statistical information for reports and assists librarians with analyzing and presenting this data.

**Incidental Job Duties:** Performs backup or relief tasks in all functional areas of Library as necessary. Performs general office clerical tasks. Operates standard office equipment, such as computer, copy machine, calculator, etc. Orders library materials from vendors as needed. Performs other related duties as directed.

Assists patrons in the use of the library's catalogue and reference materials, answers reference questions as able; locates information or guides patrons to source materials. Assists patrons in use of computers and equipment, including database and Internet searching. Assists patrons in use of reference and public access catalogs and other library sources. Refers patrons as necessary to Reference Librarians.

Attends professional library conferences to remain abreast of changes in library matters. Performs other duties as required.

**Physical, Mental Exertion/Environmental Conditions:** Performs duties in an office and open environment. Routinely and intermittently exposed to computer screen and must take periodic breaks from screen. May be required to lift and move light to medium

weights, for example, books, computers, equipment, office supplies, etc. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see (vision correctable to 20/20) to complete applications and forms. May drive to out of library locations.

**Knowledge, Skills, and Abilities:** Ability to install, configure and troubleshoot PCs, Macs, printers, A/V equipment, and other computer hardware. Ability to give technical guidance and instruction. Working knowledge of current library principles and practices. Ability to apply commonsense understanding to carry out instructions furnished in written, oral or schedule form, and to deal with problems involving several concrete variables in or from standardized situations is necessary. Ability to work independently and collaboratively is required. Must be able to relate to patrons and have the ability to establish and maintain effective working relationships with library staff is essential.

**Minimum Qualifications Required:** Associate's degree in Library Science, Computer Science, or a related field and three years of experience in an educational institution or a public library, or any equivalent combination of experience and training. Working knowledge of computer applications and technical equipment applicable to library operations, including computer hardware, operating systems, and applications Microsoft Office.

**Preferred experience:** Experience with Wordpress.

**License or Certificate:** Valid Driver's License.

**Note:** The above tasks and responsibilities are illustrative only. It is not meant to include every task or responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.