City of Caldwell

Class Specification

<table>
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<tr>
<th>Class Title</th>
<th>TECHNOLOGY SERVICES COORDINATOR – LIBRARY</th>
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<tbody>
<tr>
<td>Job Valuation Number</td>
<td>2045</td>
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<tr>
<td>FLSA Designation</td>
<td>Covered</td>
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<tr>
<td>Pay Grade</td>
<td>Level 8</td>
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<td>Effective Date</td>
<td>June 2019</td>
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General Statement of Duties

Oversees and coordinates use of technology at the Caldwell Library; identifies, evaluates and implements current and emerging technologies; and performs related work as required.

Classification Summary

The principal function of an employee in this class is to coordinate the library’s use of technology to provide services and expand and improve access to information resources at the City of Caldwell Public Library. The work is performed under the general direction of the Library Director. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with board members, employees, patrons, other government agencies, and the general public. The principal duties of this class are performed in a general office environment.

Examples of Work (Illustrative Only)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates the library’s use of technology to provide services and expand and improve access to information resources;
- Identifies, evaluates and implements current and emerging technologies;
- Collaborates with library staff to fully utilize existing technology to provide complete and accurate access to information resources in all formats;
- Negotiates, tracks and oversees vendor contracts;
- Oversees IT infrastructure and library systems including internet, website, the integrated library system (ILS) and emerging technology;
- Collects and interprets user and system statistics;
- Consults staff and administers support for their work which may include training library
staff to effectively use technology and in turn, support library patrons’ use of technology;

- Maintains, installs and makes modifications to new units and to the network system as required;
- Analyzes hardware and software needs and recommends changes and upgrades;
- Manages a portion of the overall library collections budget;
- Oversees the public services area of the library during weekend and evening hours;
- Provides outreach training on library resources through offsite and onsite workshops;
- Coordinates with library staff to manage work schedules and work flow;
- Responds to information requests from other agencies and the general public;
- Keeps designated library staff fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends approved meetings, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens’ questions and comments in a courteous and timely manner;
- Communicates and coordinates with others to maximize the effectiveness and efficiency of interdepartmental operations and activities to help keep a positive work environment as well as works as a team member;
- Respects the opinion of others and maintains a positive and professional working relationship with employees, supervisors and others.

OTHER DUTIES AND RESPONSIBILITIES

- Performs other related duties as assigned.

**Required Knowledge, Skills and Abilities**

- Working knowledge of multiplatform computer devices, computer programing, web development and software including desktop systems, mobile computing (tablets, phones and other devices) and emerging technologies;
- Knowledge of library-specific technologies including Integrated Library Systems (ILS), patron self-service stations and others;
- General knowledge of the principles of local, state and federal government organization and operations or knowledge of resources and individuals who can provide assistance;
- Demonstrated authentic commitment to public service and the provision of exceptional customer service;
- Demonstrated ability to successfully manage conflict and reach resolution;
- Ability to respond to patron suggestions and concerns with patience, clarity and professionalism;
- Ability to work independently and with others to prioritize and manage multiple projects from conception to completion;
- Ability to learn City policies and departmental rules, procedures, and practices;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
Ability to utilize active listening techniques;
Ability to deal tactfully with citizens, library staff, board members, and local, state and federal representatives;
Ability to establish and maintain effective working relationships with employees, board members, other agencies, and general public;
Ability to operate or quickly learn to operate customized software applications and hardware appropriate to assigned tasks;
Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a bachelor’s degree in computer science, information technology, library and information science, management information systems, user experience or related field; and
- At least three (3) years of related IT experience; or
- Any combination of education, training and experience which provides the skills, knowledge and abilities necessary to perform the work.
- Experience with more than one module of an Integrated Library System (ILS), preferably Polaris.
- Bilingual Spanish is highly desirable.

Required Special Qualifications

- Subject to a pre-employment drug test.
- Subject to a background check.
- Required to work evening and weekend hours.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively with board members, all City personnel, other agencies, and the public;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written correspondence, reports and related material in both electronic and hardcopy form;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard and various office equipment, handle various library resource materials, and produce hand-written materials and notations;
Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to visit various work locations throughout the library and the city, ability to reach, kneel or crouch, and to lift up to fifty (50) pounds.

Approved By: ________________________________ Date: ______________

Library Director