**Technology Assistant**

The main area of responsibility for the Technology Assistant is to provide front-line customer service with a focus on assisting patrons with computer-use and technology-related needs.

The Technology Assistant often serves as the first point of contact for patrons visiting or calling the Library. It is important to demonstrate good customer service skills while on duty.

The Technology Assistant complies with library policies. For more complex situations that fall outside of policy, guidance should be sought from a supervisor or member of the Administration. The supervisor for the position is the Circulation Supervisor.

This position may be filled as temporary, part time, or full time depending on the needs of the library at time of hire.

The following list of duties provides an example of job responsibilities and is not to be taken as a limit.

**Primary Duties include**

* Assists patrons with computer use, personal devices, and technology-related enquiries
* Maintains confidentiality of patron and library records
* Creates, updates, and maintains patron accounts
* Accepts payments from patrons and resolves account issues
* Checks materials in and out
* Answers questions and assists patrons in finding library materials
* Answers phones
* Assists with outreach and programs when needed
* Handles correspondence to the library
* Assists with processing donated materials
* Helps maintain the appearance of the library throughout the day
* Helps maintain brochure room bulletin boards
* Assists with collection development processes
* Assists with interlibrary loan when needed
* Assists with opening and closing procedures
* Shelves library materials
* Maintains the appearance of the collection by straightening shelves and shelf-reading
* Performs other duties assigned

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**Educational Requirements**

* High School Diploma

**Minimum Qualifications**

* Good customer service skills
* Ability to work well with others in a diverse environment
* Proficient computer skills and ability to use library technology effectively
* Maintains proficiency of job-related activities through on-the-job training as needed
* Must be able to perform physical requirements of the job. There is considerable walking, standing, bending, stretching, and stooping as well as pushing and pulling carts and equipment.