Are you an enthusiastic and team-oriented librarian who enjoys working with technology and people? Do you want to help others learn in a fun maker space environment? If so, this job may be for you!

VIGO COUNTY PUBLIC LIBRARY
HAS A JOB OPENING FOR A FULL-TIME TECH TRAINING LIBRARIAN
OR ASSISTANT LIBRARIAN
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Application review will continue until the position is filled.
Applicants whose qualifications best match the requirements of this position will be contacted for an interview.

Posting Date: April 30, 2024

TECH TRAINING LIBRARIAN OR ASSISTANT LIBRARIAN: Opening for a full time 40 hours per week non-exempt position in the Tech Team Department of the Vigo County Public Library.

GENERAL DESCRIPTION: Tech Training Librarians and Assistant Librarians facilitate, develop, and implement learning experiences that cultivate tech skills and provide exposure to current and emerging technologies for community members and library staff. Tech Training Librarians and Assistant Librarians also provide customer services at the Tech Team service desk, in Haute Create, and via multiple communication channels in support of the goals and objectives of the Tech Team and the Vigo County Public Library.

JOB FUNCTIONS:
Core Essential Functions:
- o Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- o Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- o Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- o Interpret and provide guidance on library policy and procedure to library customers.
- o Address customer behaviors that do not align with VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- o Maintain confidentiality and privacy of library customer information and transactions.

Essential Functions Performed Daily:
- Programming:
  - o Facilitate, develop, plan, and present in-person and virtual programs for children, teens, adults, and intergenerational audiences with a focus on emerging technologies. In-person programs may be onsite at a library location or in the community.
  - o Programs should be responsive to community needs and interests, spark curiosity, ignite creativity, and create a fun learning experience.
  - o Analyze current Tech Team public program offerings and collaborate with team members to improve current offerings and/or create new programming opportunities.
- Customer Services:
  - o Assist customers with use of public computers and computer reservation system, monitor computer use time keeping software for time limits, and ensure public computers are made available to other customers as needed.

- o Provide assistance to customers in the use of public computer software, internet browsers, the VCPL website and catalog, copiers, printers, scanners, faxing services, Haute Create, and various personal storage devices such as smartphones, USB, and external drives.
  - o Provide individualized instruction to customers in the use of personal technology, internet navigation, email accounts, VCPL website and catalog, and various software applications such as MS Office Word and Excel, etc.
  - o Assist customers with use of the Haute Create makerspace equipment including 3D modeling and fabrication, laser cutting, robotics, coding, audio-visual production, sewing, virtual reality, large format printing, and podcasting in Haute Studio.
- Tech Training:
  - o Connect customers and staff with information, tools, and resources that enable them to discover and apply technology-based solutions to their needs.
  - o Understand the importance of communication skills in teaching technology and demonstrate patience and empathy for learner's needs and abilities, while soliciting feedback to improve teaching techniques and training content.
  - o Encourage learners to practice independently by offering ideas and techniques and sharing tutorials and other resources to promote continued learning after training.
  - o Understand and be responsive to various learning styles to foster an atmosphere that is informal, nonjudgmental, inclusive, collaborative, and supportive.
- Maintain equipment and software for Haute Create and Haute Studio.
- Simultaneously manage diagnosing and resolving issues with equipment and various technologies while assisting customers in Haute Create and providing customer service at the Tech Team service desk.

Essential Functions Performed Periodically:
  - o In collaboration with the Tech Team Manager: research, evaluate, and select instructional software, websites, apps, and training resources based on ease of use, effectiveness, and cost.
  - o Engage with community groups to promote the library and maker services.
  - o Conduct tours of Haute Create/Haute Studio as needed.
  - o Set up audio-visual technology equipment in library meeting spaces and off-site set-ups for community events.
  - o Remain current on advancements and changes in the field of library science related specifically to job duties; participate in workshops and training sessions; examine professional literature and materials to stay abreast of current library trends and technology.
  - o Participate in staff meetings and trainings; the library's strategic planning process; and professional activities directly related to areas of responsibility.
  - o Participate in the development and implementation of innovative library services and programs.
  - o Log statistics for trainings and other assigned statistical categories.
  - o Other duties as assigned.

Additional Functions Performed Periodically:
  - o Represent the library and its services and resources during community events.
  - o Assist with preparing information for monthly board reports; prepare and present reports for the VCPL Board of Trustees as needed.
  - o Assist with special projects, committee assignments, and other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:
- Ability to read, write and understand written and verbal instructions.
- Ability to hear and see various forms of library media, material, and equipment.
- Ability to effectively communicate with the public and staff and display tact and patience in communications and interactions.

- High degree of mental acuity and well-developed organizational, interpersonal, and oral communication skills.
- Ability to move throughout the library to assist customers with computer needs and provide customer service.
- Manual dexterity with ability to utilize computer keyboard, monitor, mouse, and other hardware and equipment components.
- Ability to accurately organize materials and information in alphabetic and numerical systems.
- Ability to remain stationary for long periods of time at service desk and while assisting or teaching customers or staff.
- Ability to move items ranging from 10-25 pounds.
- Ability to move carts from 25-75 pounds.
- Ability to reach floor level and heights up to six feet.

WORK SCHEDULE: This position has a 40 hours per week work schedule which is generally 8:00 AM-5:00 PM Monday through Wednesday, 11:15 AM-8:15 PM on Thursday, Rotating Fridays 8:00 AM-5:00 PM, Rotating Saturdays 8:45 AM-5:15 PM, Rotating Sundays 12:45 PM-5:15 PM. Rotating Sunday schedule is in addition to the 40 hours per week work schedule and is paid at the overtime rate. Schedule flexibility is required including evening and weekend work to meet department scheduling needs and assist with special programs and events.

QUALIFICATIONS:
Librarian Position Education/Certification Requirements:
- MLS degree required with a strong preference for experience in teaching STEAM and Maker/Creative technology. Additional education or specialization in areas relevant to a technology-oriented learning and teaching environment such as Information Technology, Entrepreneurship, Art + Design, or Engineering a plus.
- Must be able to obtain Indiana Librarian Certification at the Professional Assistant Level LC3 (Level 3 requires an ALA accredited MLS degree and 50 Library Education Units every 5 years to maintain certification).

Assistant Librarian Position Education/Certification Requirements:
- Bachelor's degree in an area relevant to a technology-oriented learning and teaching environment such as Information Technology, Entrepreneurship, Art + Design, Engineering, Science, etc.
- Must be able to obtain Indiana Librarian Certification at the Professional Assistant Level LC5 (Level 5 requires a college degree and 9 semester hours of required library science courses and 50 Library Education Units every 5 years to maintain certification). Individuals unable to meet the certification requirement may apply for a one-year temporary certification up to 3 times while working towards the education requirement to become certified.

Qualifications for Tech Training Librarian or Assistant Librarian Position:
- One or more years of experience in STEAM and Maker/Creative technology instruction preferred. Ability to learn and teach new STEAM and Maker/Creative technologies to end-users who have little to no experience required.
- Minimum of one year of MLS/MLIS and or library experience preferred.
- Robust computer and mobile technology skills with experience using a wide variety of devices, apps, databases, software, and platforms. Enthusiasm for continued learning and skill development required.
- Excellent oral and written communication skills with a high level of resourcefulness and demonstrated good judgment required.
- Enthusiasm for and well-developed level of comfort and proficiency in presenting programs and providing group instruction.
- Ability to effectively plan and present programs and educational instruction utilizing creative methods that meet user needs, adjusts to various learning styles, and are appropriate to the age group. Age groups range from young children to adults.
- Well-developed organizational, analytical, and problem-solving skills required.
- High level of enthusiasm and motivation for developing new services and programs while adapting quickly to changing technology required.

- Ability to work independently, maintain efficient workflow, and contribute to efficiency of departmental workflow required. Ability to calmly and competently manage concurrent multiple priorities, tasks, and deadlines required.
- Excellent interpersonal skills and the ability to work effectively with a wide range of people in a diverse community required. Ability to project positivity and display tact and patience in interactions with others required.
- Must have an engaged and proactive approach to customer service interactions.
- Ability to interact as an effective team member in a multicultural environment required.
- Ability to report to work at the prescribed time for each scheduled shift and to fulfill the job requirements for the duration of the shift or until relieved of duties by a supervisor.
- Ability to adjust to scheduling changes when necessary for implementing programs or providing coverage on evenings and weekends.
- Ability to maintain confidential information required.
- Ability to travel to meetings, workshops, conferences, and the ability to travel within Vigo County to conduct off-site programs.

WAGE/BENEFITS: **Job Class 4, Librarian, full-time non-exempt position**: Rate of pay is $19.2216 per hour. **Job Class 5, Assistant Librarian, full-time non-exempt position**: Rate of pay is $16.5111 per hour. *Tuition Reimbursement is available for both positions in accordance with the VCPL Staff Development policy*. Both positions: Optional participation in the United Healthcare PPO Health Plan or High Deductible Health Plan with HSA, Guardian Vision Insurance, and Guardian Dental insurance (Through December 31, 2024 employee contributes $173.68 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or $33.68 for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment.

APPLICATION INSTRUCTIONS: **Application review will continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview. Preferred methods of application: 1) Download the VCPL application form at https://vigolibrary.org/about-2/careers/ , email the completed form along with a cover letter and resume to application@vigolibrary.org; or 2) submit application materials online at www.indeed.com.**

 Vigo County Public Library is an E-Verify Employer.

  ✳ **Current library employees who wish to be considered must complete the VCPL Application for Employment form and submit it with application materials to Human Resources. Application review will continue until the position is filled.**

Human Resources, Vigo County Public Library