

Position Title	Technology Programs Specialist		
Working Title			
FLSA Status	Eligible	Job Code	
Salary Band	MP1	Revised	9/2019

General Purpose

With supervision and oversight from the Managing Librarian, this position plans, implements and conducts library programs and training classes in District technology spaces and provides direct library services to customers.

Illustrative Examples of Duties and Responsibilities

As part of a team, plans, implements and conducts library programs and technology training classes specifically at the Studio at the Spokane Valley Library, the Lab at North Spokane, and/or similarly purposed District spaces.

Instructs customers in the use of equipment and technology, including, but not limited to, video cameras, editing software, scanners, 3D printers and cutters, and community-responsive learning experiences.

Collaborates with other departments to film, edit, prepare and submit video content for internal District use as well as external use with District partners.

Writes blogs, articles, reviews or other items, relating to the work and programs occurring in technology spaces in the District.

Performs other technology related duties as necessary.

When not directly engaged in the work above, this position is expected to:

- Provide direct library service to customers; perform readers' advising and information services in response to customer inquiries; assist in circulation services as needed.
- Respond to customer inquiries regarding library services and; resolve routine complaints; refer inquiries or issues to other departments or staff as appropriate
- Conduct library programs such as Storytimes, and craft programs; host cultural events; assist in planning and implementing these programs.
- Instruct customers in the use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, using material check-out computers and equipment, accessing library account information and paying fines and fees online, searching the library catalog and placing holds, searching online databases, using online learning tools. Assist customers in the use of tablets, e-readers, and other personal technology.



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

Supervision:

Reports to: Managing Librarian

Supervises: Technology Assistant

Minimum Qualifications

Required

- Bachelor's degree in a Library or Technology related field
- Three years recent direct customer service experience

Preferred

- Experience with video cameras, editing software, scanners, 3D printers and cutters or similar technology

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Library resources, programs, and services.
- Video cameras, editing software, scanners, 3D printers and cutters
- Principles of intellectual freedom and open access.
- Literature with adult, teen and youth focus.

Skill in

- Use of various software programs, including ILS and video editing software.

Ability to

- Find and use resources to provide requested information.
- Demonstrate clear and concise speaking skills with individuals and groups.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.



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Work Environment/Physical Demands

Work is performed primarily in a library environment while sitting/standing at a desk or counter for extended periods of time. This position requires frequent public contact.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Driver's license record check may be required
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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