

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Technology Instruction Specialist		
Reports to	Public Services Manager	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	May be eligible for remote work
Revision Date	March 2025	Compensation Band	MP1
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
With supervision and oversight from a Public Services Manager, this position assists in the planning of library programs, develops, and conducts virtual and in-person training for customers and staff, and implements and conducts library programs and training classes in and related to the District technology spaces and provides direct library services to customers.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of customer service experience, as well as experience with video cameras, editing software, scanners, and 3D printers and cutters or similar technology. The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	model behavior for high levels of service.
	speak publicly in order to execute District programs and represent the District to community groups
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
	Knowledge of
Dewey Decimal system of classification	
Library services and resources	
Microsoft Office and other software applications	
Principles of intellectual freedom and open access	
Proper cash handling procedures	
Video cameras, editing software, scanners, 3D printers and cutters	
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes.

Job Duties

The duties listed 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.

Develops and conducts virtual and in-person training for customers and staff 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.

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

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

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

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.
- Assist with other library programming including hosting and presenting.
- 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 personal technology.

In addition, this position may:

- Inspect returned materials for damage; sort and shelve library materials.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Work Environment

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.