



# FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

**Position:** Information Technology Coordinator

**Classification:** Non-Union, Full-Time, Permanent

**Reports to:** Chief Executive Officer, Fort Frances Public Library Technology Centre

**Date:** July 2019

## POSITION SUMMARY:

The Information Technology (IT) Coordinator administers, installs, maintains, and inventories all library IT equipment and software. They assist library patrons and staff in adapting new IT skillsets. They identify and recommend initiatives and emerging technologies that will enhance library services. They liaise with vendors and research and evaluate products for purchase. They create ad hoc statistical reports on resource usage and IT budget projections and strategic planning.

## AREAS OF RESPONSIBILITY:

### IT

- Administers, installs, maintains, and inventories all library IT equipment, systems, and software
- Manages the Integrated Library System (ILS) and collaborates with ILS consortium members
- Identifies and recommends initiatives and emerging technologies that enhance physical and online library services and resources
- Liaises with vendors and engages in product research, evaluation, and purchasing to maintain and enhance library IT hardware, software, and services
- Creates ad hoc statistical reports on resource usage from various library information sources
- Creates IT budget projections, strategic planning, and spending reports in consultation with Library C.E.O.
- Administers library electronic resources
- Maintains the Library's website
- Collaborate with staff to maintain and develop library website content and the Library's social media presence
- Provides technology training to both staff, students, and patrons
- Manages the 3D printing program's processes for staff and patrons
- Provides rotating support to the Town in coordination with their IT department
- Works with the Town's IT department to achieve IT infrastructure efficiencies

### General Duties

- Performs circulation duties as necessary; checking out library material, discharging items, processing and renewing member registrations, shelving returned material, shelf-reading, taking hold requests, collecting fees and fines, taking registrations for programs, booking meeting rooms, assisting with photocopying, faxing and printing
- Handles cash and conducts opening and closing procedures
- Assists patrons with printing, photocopying, and faxing
- Handles routine complaints and refer unusual situations to the Library CEO

- Responds to patron questions and situations in accordance with library policy and in a manner to enhance the reputation of the library as a public service organization
- Performs reference and information services duties as requested; answering in-person, telephone, and e-mail queries
- Provides reader's advisory services by suggesting materials appropriate to age, reading interest, and ability
- Assists patrons in locating material and information in the library, on the internet, and in the Library's e-Resources.
- Instructs and assist library patrons in the use of the internet, numerous software applications, online databases, and downloaded content
- Troubleshoots a variety of personal electronic device problems for patrons including smartphones, tablets, and laptops
- Assists individuals and groups utilizing conferencing and presentation equipment including, Smartboards; as well as providing assistance with adaptive technology and software
- Demonstrates a positive attitude and supports library goals and objectives
- Obligated to protect the privacy of library patrons who may be borrowing material dealing with confidential issues.
- Performs other duties as assigned

#### **QUALIFICATIONS:**

- University undergraduate degree focused on IT or related program
- Strong computer skills, including knowledge of webpage design and maintenance, Local Area Networks, library software (SirsiDynix's Symphony WorkFlows, Envisionware's PC Reservation, Bibliotheca's RFID products), and library hardware (installation, troubleshooting, upgrading, and repairing)
- Strong customer service skills
- Ability to multi-task
- Ability to quickly learn and adapt to new technologies and initiatives

#### **WORKING CONDITIONS:**

- A typical work week consists of 35 hours and requires regular weekend and evening work, in order to ensure programming and staffing requirements are met
- Works in a computerized public service environment
- Working conditions regularly involve a degree of mental stress and physical strain with the possibility of prolonged periods with irregular breaks
- Some element of personal risk involved in the performance of these duties