

Manhattan Public Library Job Description

Job title: Training Specialist
Department: Information Technology
Exempt: No

Salary grade: K
Reports to: Information Technology Manager
Supervisory Responsibilities: No

Summary: Responsible for designing, delivering, and evaluating IT training programs for new hires, employees transitioning into new roles or assignments, and organization-wide initiatives involving new software, systems, or technology. Provides support for IT-related projects, ensuring alignment with training objectives and departmental needs.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

Demonstrates enthusiasm for providing service excellence.

- Shows commitment to customer satisfaction.
 - Develops and maintains positive relationships with internal and external customers.
 - Represents the library in a positive and ethical manner.
 - Works cooperatively with managers and co-workers.
 - Demonstrates a commitment to diversity, equity, inclusion, and belonging.
 - Provides equitable service to all library users.
 - Shows a capacity for grasping concepts and asks questions to gain further understanding.
 - Communicates effectively orally and in writing.
 - Effectively uses computer/technology skills for the position.
 - Cross-trains in other areas of the library as appropriate.
 - Completes work assigned on time and to the defined quality.
 - Demonstrates prompt and regular attendance.
 - Shows that essential job functions can be performed with little or no supervision.
 - Complies with library policies and operational procedures.
 - Complies with safety and security standards; keeps workplace safe and clean.
 - Shows flexibility and adaptability.
 - Shows initiative by acting independently to provide solutions to problems, seeking additional responsibilities, and practicing self-development.
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Essential Duties:

- Collaborates with the IT Manager to identify and address training needs, with input from directors, managers, and supervisors facilitated through the IT Manager.
- Conducts one-on-one or group onboarding for new employees providing comprehensive training on library systems, software, and technology platforms, ensuring they are equipped with the necessary skills to utilize library systems effectively.
- Develops unique training programs to fulfill workers' specific needs to maintain or improve job skills.
- Develops and maintains training materials, guides, and documentation for staff, ensuring they are up-to-date with system updates and technological improvements.

- Develops and provides continuing education through in-person sessions, workshops, or webinars, for all staff on new technology, system updates, and software tools, to improve workflow and keep staff informed of best practices and emerging trends in library technology.
- Creates self-paced learning modules or e-learning materials for staff to access and review at their convenience.
- Develops a structured training schedule for staff to enhance their technological literacy, covering topics such as software usage, system updates, and digital tools relevant to library operations.
- Fosters a collaborative learning environment by encouraging staff to share knowledge, troubleshoot, and discuss technology-related challenges.
- Works with other library departments to understand their technology needs and tailors training programs to support their specific requirements.
- Serves as a resource for staff when it comes to technological questions and provides guidance on how to maximize the effectiveness of the library's technology infrastructure.
- Keeps up-to-date on the latest trends in technology, training, and development.
- Integrates training opportunities into department meetings as needed.
- Assesses the effectiveness of technology training programs through staff feedback, surveys, and usage reports to ensure that the training meets organizational goals.
- Assesses learning performance; identifies need for additional, specialized, or adaptive instruction.
- Continuously improves training strategies based on technology advancements to ensure high-quality staff education.
- Maintains records of training and development activities, attendance, results of tests, and retraining requirements.
- Maintains hardware and software used for training purposes.

Education desired:

- Associate's or Bachelor's degree in information technology, education technology, or related field.

Experience desired:

- Two years' experience in information technology support or a related field.
- Experience training adults
- Library experience

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Advanced ability to operate PCs and relevant computer software.
- Comprehensive knowledge of computer information systems, servers, hardware, and software.
- Advanced knowledge of in Microsoft Office Suite, Windows and MacOS operating systems, Windows server, and network operation and maintenance.
- Knowledge of integrated library systems.
- Knowledge of subscription web-based enterprise software systems.
- Ability to design and implement multimedia training platforms and methods.
- Ability to evaluate and research training options and alternatives.
- Strong presentation skills for training small and medium-sized groups.
- Experience designing and developing self-paced learning modules and e-learning materials.
- Excellent organizational skills, including managing multiple concurrent projects and creating structured training schedules.
- Demonstrated ability to develop and deliver technology education programs, both internally for staff and externally for patrons.
- Strong collaboration skills and interpersonal skills to work effectively with various library departments.
- Knowledge of emerging trends in library technology and best practices.
- Ability to assess training effectiveness, collect feedback, and adapt strategies to ensure the continuous improvement of training programs.

Physical and mental factors needed to perform the essential functions of the job:

- Move up to 50 pounds.
- Remain in a stationary position for extended periods of time.

- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Move about on floors, underneath furniture, and in tight spaces.
- Operate standard office equipment. including but not limited to computers, tablets, printers, copiers, faxes, phones, email, and other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERS).
