

Manhattan Public Library Job Description

Job title: Technology Trainer
Department: Adult Services
Exempt: No

Salary grade: K
Reports to: Adult Service Manager
Supervisory responsibilities: No

Summary: Responsible for designing, delivering, and evaluating training programs for the public, new hires, employees transitioning into new roles or assignments, and organization-wide initiatives involving new software, systems, or technology for patrons and staff with or without disabilities.

Mission

Manhattan Public Library enhances quality of life by connecting the community to information and innovation and providing a welcoming, safe, and fun place for all.

Vision

At Manhattan Public Library, we acknowledge the past to inspire a better tomorrow.

Values

Community: Manhattan Public Library is committed to strengthening the Manhattan community through shared experiences and dialogue.

Intellectual Freedom: Manhattan Public Library supports everyone's right to freely access information in order to form their own unique thoughts and opinions.

Inclusion: Manhattan Public Library strives to include all community members in its programs and to reflect the diversity of Manhattan identities in its resource collections.

Hospitality: Manhattan Public Library is dedicated to creating a friendly and welcoming space for all.

Public Service: Manhattan Public Library believes that public libraries are an essential public service, and Library staff are proud to serve the Manhattan community.

Access: Manhattan Public Library strives to make its building, programs, and collections accessible to 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; keep workplace safe and clean.

- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties:

- Provides individualized, goal-oriented computer and adaptive technology training.
- Develops and delivers in-person and online technology and library resource training.
- Develops and provides training plans and schedules for all staff on new technology and software tools to achieve technology skill goals.
- Demonstrates proficiency with library hardware, software, and adaptive technologies.
- Maintains up-to-date knowledge of current technologies, software, and resources.
- Promotes library technology and resources to the community by delivering workshops and outreach programs.
- Designs and conducts digital literacy, library systems, and public-facing technology training for the public and staff.
- Produces user guides, how-to videos, and quick-reference materials.
- Conducts new employee orientations and follow-up technology training on library systems, software, and technology platforms, ensuring they are equipped with the necessary skills to utilize library systems effectively
- Develops customized programs to enhance employee job skills.
- Offers ongoing structured education via workshops, webinars, and self-paced e-learning modules for new technology, system updates, and software tools, to improve workflow and keep staff informed of best practices and emerging trends in library technology.
- Evaluates training effectiveness using feedback, performance data and identifies need for additional, specialized, or adaptive instruction.
- Maintains current training materials and documentation.
- Continuously updates strategies to reflect technological advances.
- Collaborates with departments to tailor training to specific needs.
- Sets work priorities, deadlines, and schedules.
- Submits calendars, reports, and statistics to supervisor.
- Fosters a collaborative, knowledge-sharing learning environment.
- Maintains detailed records of training, attendance, staff development, training and retraining requirements, and results of tests.
- Recommends software and equipment upgrades.
- Oversees maintenance of training and adaptive hardware and software.

Education desired:

- Degree or coursework in Education, Library Science, Instructional Technology, or related field.

Experience desired:

- One year experience delivering technology training, ideally in a library, school, or public service setting.
- One year 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 technology hardware and software specifically designed for people with disabilities.
- Advanced knowledge of Microsoft Office Suite, Windows and MacOS operating systems, Windows server, and network operation and maintenance.
- Advanced knowledge of technology hardware and software specifically designed for training.
- Advanced knowledge of troubleshooting commercial software and hardware products.
- Knowledge of integrated library systems.
- Knowledge of public library workflows, digital services, and technology tools.
- Strong written and verbal communication skills; ability to simplify complex topics.

- Knowledge of subscription web-based enterprise software systems.
- Ability to design and implement multimedia training platforms and methods on varied multimedia software.
- Ability to evaluate and research training options and alternatives.
- Strong public speaking and presentation skills for training small and medium-sized groups.
- Experience teaching people with a wide range of technical skill and aptitude.
- 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.
- Ability to instruct and train in methods & procedures.
- Strong time management and organizational skills.
- 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 adopt strategies to ensure the continuous improvement of training programs.
- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

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

- Move up to 20 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access workspace, file cabinets, shelving, office machinery, access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate to express oneself and exchange information.
- Detect the physical environment 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, ability to communicate, ability to 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).
