



Department: Studio 270

Division: Public Services

Job Level: 3

Status: Non-Exempt

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Director of Studio 270, Studio 270 Digital Media Lab Supervisor,
and Studio 270 Assistants

OVERVIEW:

Under the general direction of the Director of Studio 270, Studio 270 Digital Media Lab Supervisor, and Studio 270 Assistants, works as a member of a team providing services to high school aged customers. Assists other Studio 270 staff in the planning of teen programming and daily use of the Studio. Models effective and enthusiastic use of technology and digital media as expressions of enjoyment and informational purposes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Creates an engaging and interactive environment for teens
- Ensures that rules are consistently followed in Studio 270 and the Media Lab
- Assists teens in the use of computers, print stations, software and other Studio equipment
- Assists in monitoring teen behavior and equipment use
- Assists teens at service desk, referring appropriate questions to a librarian
- Assists with library programs and gathering and set-up of related materials and supplies
- Maintains a friendly, positive, and cooperative attitude and provides consistent customer service
- Serves as a mentor and coach for teens and interacts with them to promote positive attitudes and behaviors
- Troubleshoots minor problems with computer hardware, software, and peripherals
- Understands and enforces the library's policies in a professional and respectful manner
- Assists in maintaining a safe and secure environment for teens by following established safety and security procedures when dealing with disruptive customers or situations
- Maintains the condition of Studio 270 by ensuring order and general pick-up as needed
- Performs opening and closing procedures in Studio 270 as required
- Attends scheduled meetings and training sessions as required
- Understands the library's policies, procedures, mission and vision and communicates these to other staff, volunteers, and public
- Follows technology trends and stays up-to-date with technological innovations
- Assists in maintaining a safe and secure library environment by following procedures to report injuries and potential hazards
- Other library related duties as assigned *

REQUIRED EDUCATION/EXPERIENCE:

- High school diploma or equivalent
 - Hands-on experience with computer hardware, software, and peripherals
 - Experience in a customer service environment
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KNOWLEDGE/SKILLS/ABILITIES:

- Excellent interpersonal skills including the use of tact, sensitivity and patience to work with the unique needs of teens
- Ability to communicate clearly and build relationships with teens of diverse backgrounds
- Professional appearance, positive attitude, courteous and pleasant demeanor to work with high school teens and adults, in both, individual and group settings
- Must be tactful and respectful of customer and staff confidentiality
- Patience and ability to provide clear, accurate instructions to teen customers for using equipment and software applications in the Studio
- Must be comfortable with public interactions
- Ability to explain library procedures in a clear and pleasant manner to the public
- Ability to supervise and give instruction to teen volunteers for various activities in the Studio
- Ability to remain calm and professional when dealing with difficult teen customers
- Adept at using Windows and Mac operating systems, including experience with peripherals, Microsoft Office, the Internet, including web browsers, and other relevant software
- Learns and applies current and new technology in a work context
- Communicates with others in a clear, understandable and professional manner, both verbally and in writing
- Must have some computer troubleshooting skills
- Ability to assume responsibility and work independently, as well as collaboratively with others
- Ability to organize time and work assignments
- Demonstrates support for innovation and organizational changes needed to improve the library's effectiveness
- Spanish language skills are a plus

DECISION MAKING:

- Exercises sound judgment in interpreting established library policies and procedures when dealing with customers
- Recognizes difficult situations within Studio 270 and/or Media Lab and escalates to Security when appropriate

TOOLS/EQUIPMENT:

Use of the following equipment: computer, copy machine, printer, telephone, public access catalog terminal, barcode scanner, fax machine, video and digital camera, gaming systems, portable radio, projector, AV panel (in Studio 270), sound systems, lighting systems, microphones, vinyl cutter, button maker and other minor equipment used for crafts and activities.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations.
 - Must have visual ability to see computer screen, keyboards, and bar code labels
 - Must be able to manipulate computer keyboards and other peripheral equipment
 - Must be able to lift and carry items weighing up to 40 pounds
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- Must be able to walk distances of more than 100 feet within the building and department to assist customers
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to bend, stoop and reach while setting up equipment
- Must be able to sit or stand for extended periods during work period
- Must be able to work scheduled hours including afternoons, evenings, and weekends and meet general attendance requirements

* The scope of the job may change as necessitated by the library's operational demands.
