LIBRARY SYSTEM OF Lancaster County

Staff Member:	OPEN		
Position Title:	Training and Digital Content Librarian	**Category:**	II
Reports to:	District Services Manager	**FLSA:**	Exempt

Job Summary:

Provides technology and staff development training and consulting to the members of the Library System of Lancaster County and the LSLC (Library System of Lancaster County) staff; identifies and prepares training materials and tutorials to enhance the customer's digital experience; designs and disseminates promotional materials for eResources for use by the libraries; works with District Consultant and libraries to collect and curate eBook and eResources that speak to library and community needs.

Essential Functions:

All Staff:
1. Follows the LSLC guiding principles.
2. Meets continuing education goals.
3. Prioritizes work in accordance with departmental goals.
4. Serves as an integral member of and contributes leadership for the Department.
5. Contributes to discussions of departmental activities and presents ideas for improvement.
6. Collaborates and assists with projects outside of Department to further LSLC strategic goals.
7. Resolves member library questions and complaints.
8. Creates documentation and procedures in relation to work.

Position-Specific:

Training & Development:
1. Plans, organizes, designs, develops, delivers, and evaluates a wide range of training activities.
2. Researches trends and innovations in order to implement changes while improving services and operations.
3. Assists other Library Directors and LSLC managers with developing, scheduling, and implementing training.
4. Coordinates outsourced training for Library System and member library staff.
5. Identifies and delivers training based on the needs and desires of libraries and LSLC staff.
6. Serves as training consultant to the member libraries.
7. Maintains the training database and provides data necessary for state reporting.
8. Serves as a functional expert for the Integrated Library System (ILS) and provides support services for member libraries in the various ILS modules.
9. Identifies or prepares and curates training materials and tutorials to enhance the customer's digital experience and abilities.
10. Provides Helpdesk support as needed.
11. Performs related or similar duties as directed or assigned.

Digital Content:

1. Works with District Consultant and libraries to collect and curate eBook and eResources that address library and community needs.
2. Works with IT (Information Technology) to optimize appearance and presentation of eResources and digital content.
3. Designs and/or disseminates promotional materials for eResources and digital content offered by the Library System of Lancaster County.
4. Creates and analyzes statistical reports suitable for aiding with planning and administering digital content.
5. Supplies Data to Libraries for use on state reports.
6. Performs related or similar duties as directed or assigned.

Education and Experience:

1. Bachelor's degree in Library Science, Education or related field or equivalent work experience. MLS strongly preferred.
2. A minimum of 1 year experience needed in a technology instructional field.

Required Competencies (Knowledge, Skills and Abilities):

All Staff:
1. Able to take direction; manage multiple priorities and prioritize work.
2. Follows and supports LSLC's strategic plan.
3. Willingness to learn new technologies and methods, suggesting innovative ideas for implementation.
4. Effective communication skills, including but not limited to: Phone, email, in-person etiquette.
5. Proactive and self-motivated problem solver; able to resolve questions and issues from member libraries and the public in a polite and helpful manner.
6. Ability to work independently or in a group as needs dictate; ability to lead or otherwise assist a team or committee when necessary.
7. Strong organizational skills, including punctuality and attention to detail.
8. Basic knowledge of or quick aptitude in learning how to use standard office software (Microsoft Office/Windows), email and equipment; ability to learn System or industry-specific software and equipment; knowledge of or ability to learn basic website editing.
9. Possession of or the ability to obtain a valid PA Driver's License at employee expense.

Position Specific:
1. Excellent presentation and public speaking skills.
2. Ability to learn new technologies quickly and efficiently.
3. High level of knowledge and experience in using and instructing Microsoft Office applications and Innovative Sierra ILS.
4. Knowledge of staff development techniques and adult learning theory.
5. Excellent customer service/interpersonal skills.
6. Ability to use digital design tools to produce social media posts, fliers, posters and other promotional materials.
7. Ability to curate a wide range of resources into usable and informative resources for libraries and library customers using the LibGuides platform.
8. Ability to use Camtasia or similar software to produce tutorials and other video-based training materials.

9. Ability to use Zoom or other video conferencing software.

Physical and Environmental Conditions:

Work typically requires light physical effort in the handling of light materials, boxes or equipment. Work may occasionally demand strenuous effort in the handling of moderately heavy boxes or materials. Work may require sitting or standing for extended periods of time.

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and, training rooms and libraries, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

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

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