

1300 St. Germain Street West
St. Cloud, MN 56301
Telephone 320-650-2500 Fax 320-650-2501

Board of Trustees Personnel Committee Meeting
Tuesday, March 19, 2024, 5:30 p.m.
St. Cloud Public Library Mississippi Room
Agenda

- | | |
|--|------|
| 1. Call to Order | 5:30 |
| 2. Adoption/Amendment of Agenda | 5:31 |
| 3. Elect Finance Committee Chairperson (verbal) | 5:32 |
| 4. Approval of Minutes – January 16, 2024, Meeting (Requested Action – Approve) pg 3 | 5:37 |
| 5. Position Descriptions Revisions (Requested Action – Approve) pg 5 | 5:38 |
| 6. Library Assistant Pilot Project (Requested Action – Approve) pg 47 | 5:44 |
| 7. Next Meeting – May 21, 2024 | 5:50 |
| 8. Adjournment | 5:50 |

March 19, 2024

**GREAT RIVER REGIONAL LIBRARY
PERSONNEL COMMITTEE MINUTES
January 16, 2024**

The Great River Regional Library (GRRL) Personnel Committee was called to order by Chairperson Melissa Fee on Tuesday, January 16, 2024, at 5:30 p.m. in the St. Cloud Public Library Children’s Program Room.

Members Present: Al Amdahl, Jayne Dietz, Melissa Fee, Lynn Grewing, Ed Popp, Jacey Wallace

Members Excused:

GRRL Staff Present: Karen Pundsack, Patricia Waletzko, Nichol Wojcik

ADOPTION OF AGENDA

Jayne Dietz made a motion to adopt the agenda as presented. Seconded by Lynn Grewing, the motion carried unanimously.

APPROVAL OF MINUTES

Lynn Grewing made a motion to approve the November 14, 2023, Personnel Committee minutes as presented. Seconded by Al Amdahl, the motion carried unanimously.

POSITION DESCRIPTIONS REVISIONS

Technical Services Assistant

Technical Services Clerk

Technical Services Coordinator

Technical Services Librarian

Collection Development Clerk

Executive Director Karen Pundsack introduced Nichol Wojcik, new Associate Director – Human Resources.

The position descriptions revisions are due to the retirement of a Technical Services department staff member who was with GRRL for 40 years. The goal is to shift responsibilities within the department to allow for flexibility and supervisory backup. Karen explained changes to the Technical Services department and Collection Development Clerk position descriptions.

Jayne Dietz made a motion to approve the position descriptions revisions as presented. Seconded by Jacey Wallace, the motion carried unanimously.

NEXT MEETING

The next Great River Regional Library Personnel Committee meeting is to be determined.

ADJOURNMENT

Melissa Fee adjourned the meeting at 5:40 p.m.

Personnel Committee Chair



Information Technology Position Descriptions Revisions

Submitted by Karen Pundsack, Executive Director
 Nichol Wojcik, Associate Director – Human Resources

BOARD ACTION REQUESTED

- Information
 Discussion
 Approve/Accept

RECOMMENDATION

Approve the revised position descriptions for Information Technology.

BACKGROUND INFORMATION

- Supporting Documents Attached
- Markup and clean position descriptions for:
 - Associate Director – Information Technology
 - Web Developer
 - Computer Systems Analyst
 - Computer Support Technician

These position descriptions also have been streamlined and formatted into the new template. The template was developed to incorporate recommendations made by Filsan Talent Partners as part of our FY21 Library Services & Technology Act grant Advancing Equity and Inclusion in Central Minnesota Libraries.

FINANCIAL IMPLICATIONS

Estimated Cost: \$0 Funding Source: NA Budgeted: Yes No N/A

ACTION

- Passed
 Failed
 Tabled



ASSOCIATE DIRECTOR, INFORMATION TECHNOLOGY

~~Department: Information Technology/GRRL~~ ~~Pay-Grade: 29~~
~~Reports To: Executive Director~~ ~~FLSA Status: Exempt~~
~~Union: Non-Union~~

~~Date Approved: 07/14/2009~~
~~Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017~~

JOB SUMMARY

~~Under administrative direction, the~~ The Associate Director, Information Technology establishes and implements technology solutions that support the strategic plan and meet patron needs. ~~Areas of overall responsibility include directing IT operations including architecture, infrastructure, applications, quality assurance, security, data and service.~~

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

- ~~1. Supervises Information Technology department staff to provide a high level of service through training and coaching, evaluating performance and directing work duties and responsibilities.~~
- ~~2.1. Interviews candidates for all positions supervised and makes hiring recommendations to the Executive Director.~~
- ~~3.1. Oversees~~ Provides region wide leadership regarding the design, development and implementation of technology systems and network infrastructure.
- ~~4.2. Establishes and implements approved policies~~ implements policies and procedures ~~for the department~~ that ensure security of data and promote efficient operations and best practices.
- ~~5.3. Oversees and provides guidance on the diagnosis and resolution of technology issues.~~
- ~~6.4. Oversees maintenance of the library's home pages, databases and other information resources.~~
- ~~7.5. Oversees the maintenance of telecommunications, networking, and interfaces within the library and with other systems outside of the library.~~
- ~~8.6. Analyzes complex business needs presented by users and recommends technical solutions.~~
- ~~9. Develops and monitors an annual budget for Information Technology equipment and services.~~
- ~~10. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.~~

- 7. ~~Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.~~
- ~~11.8.~~ Manages and negotiates contracts with outside vendors for information technology applications.
- ~~12. Supports the strategic plan by chairing and serving on teams and work groups.~~
- ~~13.9.~~ Recommends short and long range plans to make certain network capacity meets existing and future requirements.
- ~~10. Serves-Participates~~ on the Leadership Support Team.
—Interviews candidates for all positions supervised and makes hiring recommendations to the Executive Director.
- ~~11.~~
- ~~14.12.~~ Coordinates Information Technology activity with other GRRL departments to develop, plan and implement the GRRL Strategic Plan and regional cross-department initiatives.
- ~~15.13.~~ Prepares materials for GRRL Board meetings and present information related to Information Technology. Promotes communication and transparency with the GRRL Board of Trustees by preparing materials for GRRL board meetings. May attend meetings and present information related to Information Technology.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor’s degree in computer science or related field, or equivalent
- Four years of computer experience including two years supervisory experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with wide range of computer software programs
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

Communication, Interpersonal, and Customer Service

- [Exceptional written and oral communication skills](#)
- [Ability to develop a variety of community contacts, collaborations and partnerships](#)
- [Ability to respond to emergencies and situations that may be stressful or difficult](#)

Leadership and Management

- [Ability to plan and assign work](#)
- [Ability to develop, train and direct staff and volunteers](#)
- [Ability to work without close supervision while managing multiple priorities](#)
- [Ability to meet deadlines](#)

Other Abilities

- [Ability to travel to other locations](#)
- [Ability to work with frequent interruptions](#)

Required Knowledge, Skills and Abilities:

- ~~Knowledge of library automation~~
- ~~Excellent verbal and written communication skills, including the ability to communicate technology issues and needs in business terms~~
- ~~Understanding of technology trends and the implications to the organization~~
- ~~Ability to manage multiple priorities while effectively meeting deadlines~~
- ~~Strong project management skills~~
- ~~Ability to exercise good judgment in evaluating situations and making decisions~~
- ~~Ability to lead change and innovation~~
- ~~Excellent organizational and leadership skills with the ability to think strategically~~
- ~~Valid driver’s license with satisfactory driving record~~
- ~~Ability to maintain the confidentiality of information~~

Complexity of Work: Highly complex

Budget Responsibility: Develops and monitors Information Technology department budget.

Supervisory Responsibility: Supervises Information Technology department staff

Supervision Received: [Administrative Direction](#)

Scope of Relationships (internal): Regular contact with library staff regarding policies and procedures and to resolve issues, member of Leadership Support Team

Scope of Relationships (external): Regular contact with vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- [Work is typically done in an office environment](#)
- [Frequently operates office equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally lifts up to 50 pounds](#)

- [Occasionally carries up to 50 pounds](#)
- [Occasionally moves about the library](#)
- [Occasionally drives fleet vehicles](#)

Department: [Information Technology/GRRL](#)
Reports To: [Executive Director](#)
Union: [Non-Union](#)

Pay Grade: [29](#)
FLSA Status: [Exempt](#)

Date Approved: [07/14/2009](#)

Date of Last Revision: [11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024](#)

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an equal opportunity employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee Name: _____

Date: _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

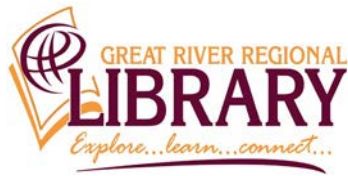
The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	
Looking at computer screen					X	
Reaching in any direction		X				
Kneel/Crouch/Crawl		X				
Bend/Stoop/Squat		X				
Balance		X				
Push/Pull/Twist		X				
Climb heights/ladder		X				
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				
Carry	1-10 lbs	X				
	11-19 lbs	X				
	20-49 lbs	X				
	50+ lbs	X				



WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



ASSOCIATE DIRECTOR – INFORMATION TECHNOLOGY

JOB SUMMARY

The Associate Director, Information Technology establishes and implements technology solutions that support the strategic plan and meet patron needs.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Provides region wide leadership regarding the design, development and implementation of technology systems and network infrastructure.
2. Establishes and implements policies and procedures that ensure security of data and promote efficient operations and best practices.
3. Oversees and provides guidance on the diagnosis and resolution of technology issues.
4. Oversees maintenance of the library’s home pages, databases and other information resources.
5. Oversees the maintenance of telecommunications, networking, and interfaces within the library and with other systems outside of the library.
6. Analyzes complex business needs presented by users and recommends technical solutions.
7. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
8. Manages and negotiates contracts with outside vendors for information technology applications.
9. Recommends short and long range plans to make certain network capacity meets existing and future requirements.
10. Participates on the Leadership Support Team.
11. Interviews candidates for all positions supervised and makes hiring recommendations to the Executive Director.
12. Coordinates Information Technology activity with other GRRL departments.
13. Prepares materials for GRRL Board meetings and present information related to Information Technology.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic

- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor's degree in computer science or related field, or equivalent
- Four years of computer experience including two years supervisory experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with wide range of computer software programs
- Demonstrated proficiency with technology devices
- Knowledge of research and information gathering techniques

Communication, Interpersonal, and Customer Service

- Exceptional written and oral communication skills
- Ability to develop a variety of community contacts, collaborations and partnerships
- Ability to respond to emergencies and situations that may be stressful or difficult

Leadership and Management

- Ability to plan and assign work
- Ability to develop, train and direct staff and volunteers
- Ability to work without close supervision while managing multiple priorities
- Ability to meet deadlines

Other Abilities

- Ability to travel to other locations
- Ability to work with frequent interruptions

Complexity of Work: Highly complex

Budget Responsibility: Develops and monitors Information Technology department budget

Supervisory Responsibility: Supervises Information Technology department staff

Supervision Received: Administrative Direction

Scope of Relationships (internal): Regular contact with library staff regarding policies and procedures and to resolve issues, member of Leadership Support Team

Scope of Relationships (external): Regular contact with vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Work is typically done in an office environment
- Frequently operates office equipment
- Remains in a stationary position for extended periods of time
- Occasionally lifts up to 50 pounds
- Occasionally carries up to 50 pounds
- Occasionally moves about the library
- Occasionally drives fleet vehicles

Department: Information Technology/GRRL **Pay Grade:** 29
Reports To: Executive Director **FLSA Status:** Exempt
Union: Non-Union
Date Approved: 07/14/2009
Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024

ACKNOWLEDGEMENT

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Employee signature below indicates employee’s understanding of the duties and requirements of the position.

Employee _____ Date _____

Printed Name _____



WEB DEVELOPER

Department: Information Technology/GRRL **Pay-Grade:** 24
Reports To: Associate Director, Information Technology **FLSA Status:** Exempt
Union: Non-Union

Date Approved: ~~05/01/2001~~

Date of Last Revision: ~~11/19/2013, 09/16/2014, 09/19/2017~~

JOB SUMMARY

~~Under general direction, the~~ The Web Developer develops and maintains GRRL websites and other web properties.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Designs, develops and maintains dynamic database-supported web pages.
2. Integrates databases with web applications.
3. Completes upgrades to web systems.
4. Works with customers to develop applications to support internal work flow or patron services.
5. Develops applications that adhere to security policies and best practices.
6. Trains staff on new and existing web applications.
7. Performs preventive maintenance and backups of web properties.
- ~~8. Supports the strategic plan by chairing and serving on teams and work groups.~~
8. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
9. Directs the workflow of Computer Support Technicians and mentors new IT staff.
- 9,10. Supports the department by performing duties of Computer Systems Analyst as needed.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor's degree in Computer Science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with programming languages such as PHP, HTML, CSS, JavaScript
- Experience with web development and implementing responsive design
- Ability to make use of other programming methods as necessary
- Ability to learn and adopt emerging technologies and practices
- Experience with information system security

Communication, Interpersonal, and Customer Service

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

Program and Project Development

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

Other Abilities

- Ability to travel to other locations
- Ability to work with frequent interruptions
- ~~Knowledge of basic programming languages such as PHP, HTML, CSS, JavaScript~~
- ~~Ability to make use of other programming methods as necessary~~
- ~~Ability to learn and adopt emerging technologies and practices~~
- ~~Ability to facilitate/lead team meetings~~
- ~~Knowledge of web best practices~~

- ~~• Experience with web development~~
- ~~• Experience implementing responsive design~~
- Knowledge of information system security
- ~~• Strong attention to detail with high degree of accuracy~~
- ~~• Ability to manage and prioritize multiple projects~~
- ~~• Ability to identify and resolve problems~~
- ~~• Strong communication skills both written and verbal~~
- ~~• Ability to maintain confidential information~~
- ~~• Ability to work independently or in a team setting~~
- ~~• Possession of a valid driver's license and satisfactory driving record~~

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: [General Direction](#)

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- [Work is typically done in an office environment](#)
- [Frequently operates office equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally lifts up to 50 pounds](#)
- [Occasionally carries up to 50 pounds](#)
- [Occasionally may be required to climb a ladder](#)
- [Occasionally drives fleet vehicles](#)

Department: [Information Technology/GRRL](#) **Pay Grade:** [24](#)
Reports To: [Associate Director, Information Technology](#) **FLSA Status:** [Exempt](#)
Union: [Non-Union](#)

Date Approved: [05/01/2001](#)
Date of Last Revision: [11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024](#)

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

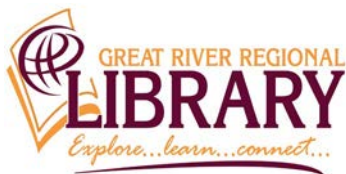
PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



WEB DEVELOPER

JOB SUMMARY

The Web Developer develops and maintains GRRL websites and other web properties.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Designs, develops and maintains dynamic database-supported web pages.
2. Integrates databases with web applications.
3. Completes upgrades to web systems.
4. Works with customers to develop applications to support internal work flow or patron services.
5. Develops applications that adhere to security policies and best practices.
6. Trains staff on new and existing web applications.
7. Performs preventive maintenance and backups of web properties.
8. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
9. Directs the workflow of Computer Support Technicians and mentors new IT staff.
10. Supports the department by performing duties of Computer Systems Analyst as needed.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor's degree in Computer Science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:**Diversity, Equity and Inclusion**

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with programming languages such as PHP, HTML, CSS, JavaScript
- Experience with web development and implementing responsive design
- Ability to make use of other programming methods as necessary
- Ability to learn and adopt emerging technologies and practices
- Experience with information system security

Communication, Interpersonal, and Customer Service

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

Program and Project Development

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

Other Abilities

- Ability to travel to other locations
- Ability to work with frequent interruptions

Complexity of Work: Complex**Budget Responsibility:** None**Supervisory Responsibility:** None**Supervision Received:** General Direction**Scope of Relationships (internal):** Regular contact with staff for informational purposes and to resolve issues**Scope of Relationships (external):** Regular contact with technology vendors**PHYSICAL DEMANDS/WORK ENVIRONMENT**

- Work is typically done in an office environment
- Frequently operates office equipment
- Remains in a stationary position for extended periods of time
- Occasionally lifts up to 50 pounds
- Occasionally carries up to 50 pounds

- Occasionally may be required to climb a ladder
- Occasionally drives fleet vehicles

Department: Information Technology/GRRL **Pay Grade:** 24
Reports To: Associate Director, Information Technology **FLSA Status:** Exempt
Union: Non-Union
Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____ Date _____

Printed Name _____



COMPUTER SYSTEMS ANALYST

Department: ~~Information Technology/GRRL~~ **Pay-Grade:** **24**
Reports To: ~~Associate Director, Information Technology~~ **FLSA Status:** **Exempt**
Union: ~~Non-Union~~

Date Approved: ~~05/01/2001~~

Date of Last Revision: ~~11/19/2013, 09/16/2014, 09/01/2015, 09/19/2017~~

JOB SUMMARY

~~Under general direction, the~~ The Computer Systems Analyst evaluates, implements and develops technology solutions to enhance technology services for patrons and staff. ~~Areas of responsibility include updates, security management, software, hardware, and networking.~~

OUR COMMITMENT TO DIVERSITY AND INCLUSION

GRRL is committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment.

We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Analyzes and resolves complex software, hardware, and network problems to optimize staff workflow or restore services.
2. Recommends and implements region wide policies and configurations for critical systems.
3. Directs the workflow of Computer Support Technicians and mentors new IT staff.
4. Coordinates communication and implementation of vendor software and services to ensure optimal ongoing operations.
5. ~~Provides technical training to~~ Trains staff in the use of computer equipment, software and web properties.
6. Maintains and monitors the health of core system architecture including virtual servers, operating systems, databases and security.
7. Monitors and runs backup procedures and inventory control.
8. Analyzes and develops reports to help identify patterns to influence business direction.
9. Maintains telecommunications, networking, and interfaces across the region and to external vendor systems.
10. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
- 9.—

~~10. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.~~

~~11. Communicates with technology vendors for research and analysis and to provide effective implementation and ongoing operations.~~

12. Develops and maintains documentation on procedures related to support, administration, and maintenance of technology systems.

13. Recommends, tests, configures and maintains computer programs and systems including coordinating installations.

14. Travels to libraries throughout the region to provide technology assistance.

15. Identifies, resolves and mitigates security information systems. Adheres to data practices policies.

14.16. Assists with triage of incoming issues and provides guidance for resolution.

~~15. Identifies, resolves and mitigates security of information systems. Adheres to data practices policies.~~

~~16. Assists with triage of incoming issues using and provides guidance for resolution.~~

MINIMUM ~~resolution~~ MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor’s degree in computer science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with SQL or other query languages

- [Experience with installing, configuring and maintaining virtual infrastructures, including virtual hosts and virtual desktops](#)
- [Experience with information system security](#)
- [Ability to identify and resolve complex hardware and software problems](#)

[Communication, Interpersonal, and Customer Service](#)

- [Excellent written and oral communication skills](#)
- [Strong organizational skills with attention to detail](#)

[Program and Project Development](#)

- [Ability to manage multiple priorities and effectively meet deadlines](#)
- [Ability to identify and resolve problems](#)

[Other Abilities](#)

- [Ability to travel to other locations](#)
- [Ability to work with frequent interruptions](#)

~~Required Knowledge, Skills and Abilities:~~

- ~~Experience with SQL or other query languages~~
- ~~Experience with installing, configuring and maintaining virtual infrastructures, including virtual hosts and virtual desktops~~
- ~~Experience with information system security~~
- ~~Strong attention to detail with high degree of accuracy~~
- ~~Ability to manage and prioritize multiple projects~~
- ~~Ability to identify and resolve complex hardware and software problems~~
- ~~Strong communication skills both written and verbal~~
- ~~Ability to work independently or in a team setting~~
- ~~Ability to maintain confidential information~~
- ~~Possession of a valid driver’s license and satisfactory driving record~~

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: [General Direction](#)

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- [Work is typically done in an office environment](#)
- [Frequently operates office equipment](#)
- [Remains in a stationary position for extended periods of time](#)

- [Occasionally lifts up to 50 pounds](#)
- [Occasionally carries up to 50 pounds](#)
- [Occasionally may be required to climb a ladder](#)
- [Occasionally drives fleet vehicles](#)
- [Occasionally have exposure to elevated noise levels from the server room](#)
- [Occasional exposure to dust and fumes from computer hardware](#)
- [Occasionally moves around the library](#)

Department: [Information Technology/GRRL](#) **Pay Grade:** [24](#)
Reports To: [Associate Director, Information Technology](#) **FLSA Status:** [Exempt](#)
Union: [Non-Union](#)

Date Approved: [05/01/2001](#)

Date of Last Revision: [11/19/2013, 09/16/2014, 09/01/2015, 09/19/2017, 03/19/2024](#)

ACKNOWLEDGEMENT

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

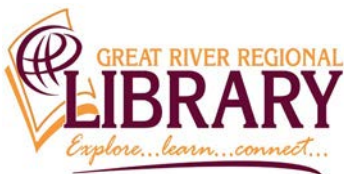
PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in standard office environment.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team Lift

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ladders and lifts to reach equipment above ceilings.
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust from cleaning computer hardware, fumes from malfunctioning equipment
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telecommunications room (servers)
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



COMPUTER SYSTEMS ANALYST

JOB SUMMARY

The Computer Systems Analyst evaluates, implements and develops technology solutions to enhance technology services for patrons and staff.

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PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Analyzes and resolves complex software, hardware, and network problems to optimize staff workflow or restore services.
2. Recommends and implements region wide policies and configurations for critical systems.
3. Directs the workflow of Computer Support Technicians and mentors new IT staff.
4. Coordinates communication and implementation of vendor software and services to ensure optimal ongoing operations.
5. Trains staff in the use of computer equipment, software and web properties.
6. Maintains and monitors the health of core system architecture including virtual servers, operating systems, databases and security.
7. Monitors and runs backup procedures and inventory control.
8. Analyzes and develops reports to help identify patterns to influence business direction.
9. Maintains telecommunications, networking, and interfaces across the region and to external vendor systems.
10. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
11. Communicates with technology vendors.
12. Develops and maintains documentation on procedures related to support, administration, and maintenance of technology systems.
13. Recommends, tests, configures and maintains computer programs and systems including coordinating installations.
14. Travels to libraries throughout the region to provide technology assistance.
15. Identifies, resolves and mitigates security information systems. Adheres to data practices policies.
16. Assists with triage of incoming issues and provides guidance for resolution.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Bachelor's degree in computer science or related field, or equivalent
- Four years computer systems experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Demonstrated proficiency with SQL or other query languages
- Experience with installing, configuring and maintaining virtual infrastructures, including virtual hosts and virtual desktops
- Experience with information system security
- Ability to identify and resolve complex hardware and software problems

Communication, Interpersonal, and Customer Service

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

Program and Project Development

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

Other Abilities

- Ability to travel to other locations
- Ability to work with frequent interruptions

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: General Direction

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Work is typically done in an office environment
- Frequently operates office equipment
- Remains in a stationary position for extended periods of time
- Occasionally lifts up to 50 pounds
- Occasionally carries up to 50 pounds
- Occasionally may be required to climb a ladder
- Occasionally drives fleet vehicles
- Occasionally have exposure to elevated noise levels from the server room
- Occasional exposure to dust and fumes from computer hardware
- Occasionally moves around the library

Department: Information Technology/GRRL **Pay Grade:** 24
Reports To: Associate Director, Information Technology **FLSA Status:** Exempt
Union: Non-Union
Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/01/2015, 09/19/2017, 03/19/2024

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Employee _____ Date _____

Printed Name _____



COMPUTER SUPPORT TECHNICIAN

Department: Information Technology/GRRL **Pay-Grade:** 16
Reports To: Associate Director, Information Technology **FLSA Status:** Non-Exempt
Union: Non-Union

Date Approved: ~~05/01/2001~~

Date of Last Revision: ~~11/19/2013, 09/16/2014, 09/19/2017~~

JOB SUMMARY

~~Under general supervision, the~~ The Computer Support Technician provides help desk support and technical assistance to end users throughout the region.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

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PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Troubleshoots and resolves customer reported problems with systems/applications.
2. Performs routine maintenance of computers and equipment.
3. Provides technical assistance to staff in use of equipment and software.
4. Installs, configures and tests computer hardware and software.
- ~~5. Escalates major problems to appropriate resource.~~
- ~~6.~~5. Runs and/or distributes daily, weekly, and monthly computer generated reports as directed.
- ~~7.~~6. Maintains inventory of all hardware and software.
- ~~8. Has access to and uses labor relations information to perform general duties and/or complete project work as assigned.~~
7. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information
- ~~9.~~8. Monitors work tickets ~~and~~ responds ~~to tickets~~ in a timely manner and documents work completed.
- ~~10. Documents work completed in service tickets.~~
9. Supports the Information Technology department by working on projects as assigned.
10. Travels to libraries throughout the region to provide technology services.
- ~~12. Access and maintains confidential labor relations information and maintains the confidentiality of that information~~

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Two years college or specialized post-high school training in computer science or related field, or equivalent
- Two years computer experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Ability to identify and resolve computer problems
- Ability to prioritize work and effectively meet deadlines
- Knowledge of basic computer hardware and software
- Proficient with computers and applications

Communication, Interpersonal, and Customer Service

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

Program and Project Development

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

Other Abilities

- Possession of a valid driver's license and satisfactory driving record
- Ability to work with frequent interruptions

Required Knowledge, Skills and Abilities:

- ~~Possession of a valid driver's license and satisfactory driving record~~

- ~~• Ability to perform detailed computer work with consistent accuracy~~
- ~~• Ability to maintain confidential information~~
- ~~• Ability to work independently~~
- ~~• Strong attention to detail with consistent accuracy~~
- ~~• Ability to identify and resolve problems~~
- ~~• Ability to prioritize work and effectively meet deadlines~~
- ~~• Knowledge of basic computer hardware and software~~
- ~~• Proficient with computers and applications~~
- ~~• Strong interpersonal and communication skills with customer service focus~~

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: [General Supervision](#)

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- [Work is typically done in an office environment](#)
- [Frequently operates office equipment](#)
- [Remains in a stationary position for extended periods of time](#)
- [Occasionally lifts up to 50 pounds](#)
- [Occasionally carries up to 50 pounds](#)
- [Occasionally may be required to climb a ladder](#)
- ~~• Occasionally~~ [Frequently drives fleet vehicles](#)

Department: [Information Technology/GRRL](#)

Pay Grade: [16](#)

Reports To: [Associate Director, Information Technology](#)

FLSA Status: [Non-Exempt](#)

Union: [Non-Union](#)

Date Approved: [05/01/2001](#)

Date of Last Revision: [11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024](#)

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Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____

Date _____

Printed Name: _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Work is performed primarily in standard office environment. Position requires frequent travel to libraries through the region.

N=Not at all; O=Occasionally (under 1/3); F=Frequently (1/3 to 2/3); C=Continuously (over 2/3)

PHYSICAL DEMANDS		N	O	F	C	Description
Repetitive use of hands					X	Keyboarding
Looking at computer screen					X	
Reaching in any direction			X			
Kneel/Crouch/Crawl			X			
Bend/Stoop/Squat			X			
Balance		X				
Push/Pull/Twist			X			
Climb heights/ladder			X			
Sit					X	
Stand			X			
Walk			X			
Lift	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift
Carry	1-10 lbs		X			
	11-19 lbs		X			
	20-49 lbs		X			
	50+ lbs		X			Team lift

WORK ENVIRONMENT	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Working near moving equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to temperature extremes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driving automotive equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Travel to libraries in region
Exposure to dust, fumes and gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dust from cleaning computer hardware, fumes from malfunctioning equipment
Working in restricted spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telecommunications room (servers)
Exposure to cleaning chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Operation of equipment and/or machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office equipment



COMPUTER SUPPORT TECHNICIAN

JOB SUMMARY

The Computer Support Technician provides help desk support and technical assistance to end users throughout the region.

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PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Troubleshoots and resolves customer reported problems with systems/applications.
2. Performs routine maintenance of computers and equipment.
3. Provides technical assistance to staff in use of equipment and software.
4. Installs, configures and tests computer hardware and software.
5. Runs and/or distributes daily, weekly, and monthly computer generated reports as directed.
6. Maintains inventory of all hardware and software.
7. Accesses, uses and maintains confidential labor relations information and maintains the confidentiality of that information.
8. Monitors work tickets responds in a timely manner and documents work completed.
9. Supports the Information Technology department by working on projects as assigned.
10. Travels to libraries throughout the region to provide technology services.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- Two years college or specialized post-high school training in computer science or related field, or equivalent
- Two years computer experience

Required Knowledge, Skills and Abilities:

Diversity, Equity and Inclusion

- Commitment to promoting and sustaining a positive, equitable, diverse and inclusive workplace culture
- Ability and experience in collaborating with and managing working relationships across a diverse range of individuals and groups

Technical Knowledge

- Ability to identify and resolve computer problems
- Ability to prioritize work and effectively meet deadlines
- Knowledge of basic computer hardware and software
- Proficient with computers and applications

Communication, Interpersonal, and Customer Service

- Excellent written and oral communication skills
- Strong organizational skills with attention to detail

Program and Project Development

- Ability to manage multiple priorities and effectively meet deadlines
- Ability to identify and resolve problems

Other Abilities

- Possession of a valid driver’s license and satisfactory driving record
- Ability to work with frequent interruptions

Complexity of Work: Complex

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: General Supervision

Scope of Relationships (internal): Regular contact with staff for informational purposes and to resolve issues

Scope of Relationships (external): Regular contact with technology vendors

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Work is typically done in an office environment
- Frequently operates office equipment
- Remains in a stationary position for extended periods of time
- Occasionally lifts up to 50 pounds
- Occasionally carries up to 50 pounds

- Occasionally may be required to climb a ladder
- Frequently drives fleet vehicles

Department: Information Technology/GRRL **Pay Grade:** 16
Reports To: Associate Director, Information Technology **FLSA Status:** Non-Exempt
Union: Non-Union
Date Approved: 05/01/2001
Date of Last Revision: 11/19/2013, 09/16/2014, 09/19/2017, 03/19/2024

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Employee _____ Date _____

Printed Name _____

March 19, 2024



Library Assistant Pilot Project

Submitted by Karen Pundsack, Executive Director
Nichol Wojcik, Associate Director – Human Resources

BOARD ACTION REQUESTED

Information Discussion Approve/Accept

RECOMMENDATION

Approve the revised position description to expand options for staffing across GRRL libraries.

BACKGROUND INFORMATION

Supporting Documents Attached

- Markup position description for Library Assistant

In the past year, we have had difficulty filling part-time Library Assistant openings. Exit interviews have indicated an increase in staff members who leave GRRL for more hours and benefit-eligible positions elsewhere. With the new Earned Sick and Safe Time (ESST) law, GRRL substitute employees now receive paid time off (PTO), so there are fewer differences between regular and substitute staff.

Adding the Patron Services Supervisor (PSS) position as an option to supervise Library Assistants will expand the ability to schedule across multiple locations. We believe having Library Assistants with more availability and scheduling done by the PSS will allow better coverage across the region. The positions would be scheduled based on open shifts and assigned special regional projects, such as collection management tasks.

With approval of these changes, we would move forward with posting two, benefit-eligible Library Assistant positions, one based in the southern part of the region and one based in the northern part of the region.

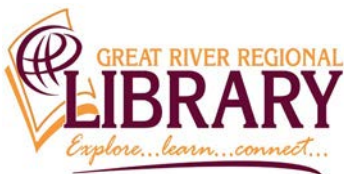
Funds from unfilled openings and the 2024 Substitute budget would be used to pay for the positions. The success of the pilot project would be evaluated based on the ability to successfully recruit for and fill the positions, the number of shifts filled, feedback from Library Services Coordinators (LSCs), and collection management tasks completed.

FINANCIAL IMPLICATIONS

Estimated Cost: \$ N/A Funding Source: 2024 Operating Budgeted: Yes No N/A

ACTION

Passed Failed Tabled



LIBRARY ASSISTANT

JOB SUMMARY

The Library Assistant provides friendly and welcoming service to the public and helps patrons use the library.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

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We seek to foster an environment of inclusion where all employees are treated respectfully and are valued for their strengths. Our work is guided by our values of providing exceptional customer service, being forward thinking and having a community focus that serves patrons from all socioeconomic, educational, literacy, and cultural backgrounds.

PRIMARY DUTIES AND RESPONSIBILITIES

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned based on the needs of GRRL.

1. Help patrons borrow library materials.
2. Register patrons for library cards.
3. Take payments from patrons.
4. Help patrons find the library resources they need.
5. Provide trusted and reliable information to patrons.
6. Create displays and conduct programs that reach diverse patron interests.
7. Keep library materials available and refreshed for patron use.
8. Ensure the library is safe and welcoming by managing the public areas.
9. Assist the public in the use of library computers, printers and with other technology needs.
10. Maintain the confidentiality of patron information.

MINIMUM QUALIFICATIONS

Our commitment to growth: GRRL is committed to helping our future and present staff develop preferred knowledge, skills and abilities.

A successful candidate will have:

- Positive attitude and strong work ethic
- Enjoy working with people from diverse backgrounds
- Organizational, interpersonal, and time management skills
- Ability to self-direct and work as a team member
- Ability to meet deadlines and follow instructions
- Ability to foster positive working relationships and an inclusive workplace
- A desire to learn and develop skills and abilities
- Ability to be flexible and adapt to changes

Education and Experience:

- 1 year of postsecondary education or equivalent
- Library or customer service experience

Knowledge, Skills and Abilities:

- Excellent interpersonal skills, including building relationships across cultures
- Ability to manage multiple priorities with frequent interruptions
- Strong organizational skills
- Knowledge and ability to help others with computers and technology devices
- Knowledge of research and information gathering techniques
- Ability to respond to emergencies and situations that may be stressful or difficult

Complexity of Work: Routine

Budget Responsibility: None

Supervisory Responsibility: None

Supervision Received: General Direction

Scope of Relationships (internal): Contact with staff for informational purposes

Scope of Relationships (external): Extensive contact with the public, occasional contact with law enforcement, outreach with external organizations

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Work is typically done in an office environment
- Constantly operates office and library equipment
- Frequently positions self to shelve materials from ground level to over 6 feet high
- Remains in a stationary position for extended periods of time
- Frequently moves around the library building
- Frequently moves library books and materials up to 20 pounds
- Frequently moves carts loaded with library materials
- Constantly communicates with patrons and must be able to exchange accurate information in person, over the telephone and in writing
- May be required to work alone in the library

Department: Branch Libraries

Pay Grade: 16

Reports To: Library Services Coordinator/[Patron Services Supervisor](#)

FLSA Status: Non-Exempt

Union: Non-Union

Date Approved: 05/01/2001

Date of Last Revision: 11/19/2013, 01/20/2015, 03/21/2017, 05/17/2022, [03/19/2024](#)

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between GRRL and the employee and is subject to change by GRRL as the needs of GRRL and requirements of the job change.

GRRL is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. GRRL will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with GRRL.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____ Date _____

Printed Name _____