Chillicothe & Ross County Public Library

Tech Coach

Supervisor: Adult & Teen Services Manager
Position: FLSA Non-Exempt
Pay Band: B

Position Summary

The Tech Coach is responsible for assisting patrons with accessing and utilizing digital resources, learning basic computer skills, navigating online platforms, and utilizing digital library services like eBooks and eAudiobooks, essentially bridging the digital divide within the community by providing personalized support and guidance on technology usage.

Essential Duties & Responsibilities

- Provide friendly, patient, one-on-one technology assistance to patrons via drop-ins and scheduled appointments.
- Use simple and clear communication to explain complex technological concepts to a diverse group of patrons with varying levels of digital experience.
- Actively listen to patrons' needs, tailor support to their individual goals, and follow up to ensure that goals are met.
- Assist patrons in learning basic computer and internet skills, including email setup, online forms, and software applications.
- Help patrons access and navigate library-provided technology, including computers, tablets, printers, scanners, and WiFi hotspots.
- Troubleshoot common technical issues and provide guidance on resolving them.
- Provide one-on-one or group instruction on using library eResources, such as eBooks, databases, and online catalogs.
- Design and deliver workshops and/or tutorials on topics such as online safety, digital privacy, and emerging technologies.
- Provide ideas for, plan, and lead new technology training based on needs in the community.
- Create resources like displays, handouts, guides, and online content to support digital literacy.
- Track program participation, gather feedback, and maintain accurate statistics for tech help sessions and workshops.
- Adhere to all grant requirements when grants are utilized for technology instruction, including intake forms, statistics, and reporting.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Answer reference questions in person or by telephone and help patrons locate library materials.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Perform related duties as required.

Qualifications

- HS diploma.
- Experience providing customer service and basic computer/device assistance preferred.

- Proficiency with a range of digital tools, devices, and platforms (PC desktops, labptops, smartphones, Internet browsers, Microsoft Office, Google Suite, operating systems, etc.).
- General understanding of the functionality of digital media including eReaders, eBooks, and eAudiobooks.
- Demonstrated flexibility and eagerness to learn new ideas.
- Desire to alleviate barriers to computers, digital literacy, internet adoption and the learning process. Display comfort working with a wide range of socio-economic backgrounds.
- Strong interpersonal skills and the ability to work with people of all ages and skill levels.
- Ability to assist coworkers, supervisors, and administrative staff as appropriate.
- Excellent organizational and time-management skills.
- Valid driver's license.

Supervisory/Management Responsibilities

None.

Interaction

Works frequently with staff, patrons, and vendors.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Laptop and Desktop Computers, WiFi Hotspots, Printers, Copiers, Fax Machines, Scanners, Audio/Video Equipment, Microsoft Windows, MacOS, Android, iOS, AI technologies, Office 365, Remote Access Software, Electronic Resources, Intranet (StaffNet), Internet (www.CRCPL.org), Integrated Library System and Library Management System and/or other library-related software applications.

Travel Requirements

Travel by automobile is required for position management responsibilities and training.

Frequency of travel: Frequent – Travels to library branches and partner locations throughout Ross County to provide tech help for patrons.

Physical Demands

Ability to occasionally lift/push/pull up to 50 pounds.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Majority of the work performed in a general office/library setting.
Requires availability for extended or nontraditional hours as needed to perform job duties.
Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.