

Position Description: Technology and Customer Service Assistant (Part-Time)

Overview

The Community Library of DeWitt & Jamesville is seeking a Technology and Customer Service Assistant for front-line customer service and technology support. This is a user support position, responsible for responding to user needs through interaction with the public and library staff. Applicants must be available to work a flexible schedule including evenings and weekends.

- Part-time (25 hours per week)
- Hourly Rate : \$13.50
- Generous benefits package
- Available immediately

Responsibilities

- Under the supervision of the Assistant Director for Technology, provides excellent customer service for patrons by answering routine questions regarding the Library's computers, software, and digital collections. Assists patrons and staff in use of Library technology, including use of equipment for scanning, printing, and copying services; refers patrons to community services that the library does not offer.
- Helps patrons and staff with hardware or software problems encountered in the Library including in weekly One-on-one Tech Help sessions for the public.
- Assists the Assistant Director for Technology with maintaining technology systems in the library and monitoring technology use in the Library.
- Develops training materials for the staff and public to maximize their use of the technology provided by the library and regularly updates these materials.
- Supports Makerspace programming initiatives.
- Attends other meetings, in-house training and external workshops relevant to job functions.
- Provides customer service support, including, but not limited to basic circulation transactions, registering patrons for library cards, and providing information to the public on circulation rules, policies, and procedures.
- Performs other circulation assistant functions, including but not limited to: Library opening and closing procedures, checking in and sorting Library materials for shelving, and searching the public catalog and placing holds for patrons.

- Adheres to all procedures related to distancing, disinfecting, quarantine, and safety required by the Library. If a procedure cannot be followed due to any extenuating circumstance, informs the supervisor as soon as possible.
- Other duties as assigned.

Qualifications

- Preferred – Associates Degree or two years of college and at least 1 year experience in a Help Desk/Public Service Desk/User support of operations in a library or Information Services environment; and demonstrated strong public service orientation; tact, courtesy, and patience in dealing with staff and public.
- Good knowledge of operating systems and software application including Microsoft Current Apple OS, Current Android OS, Windows 7, Windows 10, Antivirus programs, Microsoft Office. Ability to utilize and adapt to changing technologies.
- Ability to maintain effective working relationships with co-workers and work as part of a team.
- Excellent written and verbal communication skills. Excellent organizational and time-management skills.
- Ability to understand and follow oral and written instructions with consistent follow-up.

Additional Qualifications

- Experience with EnvisionWare or similar session control software used in libraries.
- Experience with PrinterOn or similar mobile printing software.
- Expertise with all aspects of the patron use of OverDrive and Hoopla digital collections.
- Familiarity with using a Cricut device and 3D Printer.
- Knowledge of Library filing and shelving rules.
- Physical condition commensurate with demands of the position.

Physical Activity Requirements

While performing the duties of this job, the Librarian Assistant stands, reaches with arms; uses hands, fingers, sight, hearing, and verbal communication; bends, stoops, kneels; lifts and carries materials weighing less than 20 pounds; lifts, moves, and/or manipulates bulky items and/or

crates of materials weighing up to 50 pounds; and pushes/pulls/maneuvers a wheeled book cart weighing up to 200 pounds when fully loaded. Job duties may occasionally require standing for extended periods of time.

Apply

To apply, please submit a resume which includes three references and a cover letter to Erin Cassidy: ecassidy@cldandj.org.