

Library Assistant for Technology

Status: Part-time- 30 hours per week; weekends and evenings

Pay: \$15.50 per hour; including PTO and Pension benefits

Overview

The Community Library of DeWitt & Jamesville is seeking a Library Assistant for Technology 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.

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.
- Supports makerspace programming initiatives and Beeline activities.
- Conducts makerspace equipment certifications (prior knowledge not required, job training provided).
- Maintains organization and functionality of staff shared drive and technology department related spaces.
- Develops and updates training materials for the staff and public to maximize their use of the technology provided by the library and regularly updates these materials.
- 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, shelving books, searching the public catalog, and placing holds for patrons.
- Attends meetings, in-house training, and external workshops relevant to job functions.
- Functions as the backup to the Library's Social Media manager: the Paralibrarian for Art & Digital Communications.
- Assists the Assistant Director for Technology with maintaining technology systems in the library and monitoring technology use in the library.
- Assists full-time Library Assistant with stock level management.
- 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.

- Demonstrated strong public service orientation; tact, courtesy, and patience in dealing with staff and public.
- Good knowledge of operating systems and software application including Apple OS, Android OS, Windows, Antivirus programs, Microsoft Office, especially basic Excel functions. 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.
- General knowledge of posting to social media platforms.
- Ability to understand and follow oral and written instructions with consistent follow-up.

Additional Qualifications

- An interest in creatively driven projects.
- Experience with all aspects of the patron use of OverDrive and Hoopla digital collections.
- Familiarity with using a 3D printer, Cricut, and sewing machine.
- Knowledge of library filing and shelving rules.

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, three references, and a cover letter to Cassidy Miller: cmiller@cldandj.org.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty. This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification.