



Wilmette Public Library
Job Description

Position:	DIGITAL SERVICES ASSISTANT
Type:	Part-time, Substitute, Seasonal, Temp.
Classification:	Non-exempt
Reports to:	Digital & Maker Services Manager
Pay Grade:	24
Updated:	10-31-2023

POSITION SUMMARY

Reporting to the Digital & Maker Services Manager, the Digital Services Assistant is responsible for providing technology assistance to patrons, and planning and presenting classes on digital services. This position provides accurate, courteous, and direct customer service and ensures a positive library experience for our patrons.

ESSENTIAL RESPONSIBILITIES

- Provides exceptional customer service to all patrons using library technology.
- Assists patrons using library computers, printers, scanners, copiers, and other technology equipment. Troubleshoot common technology issues.
- Maintains knowledge of tools and resources for digital media creation, and digitization (audio, images, and video).
- Provides individual instruction in the use of resources.
- Develops and facilitates programs with a focus on digital literacy and emerging technology.
- May create and maintain all relevant media and documentation for the Library for the Library of Things collection, and prepares items for circulation.
- May provide instruction and assistance to patrons on creative projects in the library's maker space as needed.
- Maintains awareness of and demonstrates ease and comfort with emerging technologies.
- Attends and participate in department and library meetings and events as assigned.
- Participates on library committees as assigned.
- Ensures that policies are consistently followed in public spaces and reports any concerns.
- Keeps current on department and Library news and events by checking work email.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to demonstrate and deliver exceptional customer service for patrons and staff.
- Ability to prove extensive knowledge of MS Office and various digital library services.

Digital Services Assistant

- Ability to demonstrate superb communication skills both verbal and written.
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Demonstrated ability to:
 - develop and maintain strong working relationships with colleagues and community members
 - anticipate and creatively solve problems with a flexible mindset
 - work independently and handle multiple initiatives while meeting deadlines
 - positively adjust to change
- Ability to demonstrate knowledge of department practices and procedures.
- Demonstrate awareness of library resources, practices, and policies.
- Ability to use good judgment following procedures in support of library policies.
- Ability to demonstrate proficiency in computer skills.

QUALIFICATIONS

- One year experience working with the public preferred.
- HS Diploma or GED required.
- Exceptional customer service skills required.
- Ability to work both independently and in a team setting.
Schedule includes daytime, evening, and weekend hours.
- Bilingual skills a plus.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Work may include prolonged sitting, standing, stooping, bending, lifting/moving materials, getting down on the floor, as well as near constant computer use.
- Ability to perform office-related functions including extended concentration on a computer and typing capability.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing up to 75 pounds.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date