



Wilmette Public Library

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Job Description

Position:	DIGITAL SERVICES ASSISTANT
Type:	Full-time, Part-time, Substitute, Seasonal, Temp.
Classification:	Non-exempt
Reports to:	Digital Services Manager
Pay Grade:	5
Updated:	5-4-21

POSITION SUMMARY

Reporting to the Digital Services Manager, the Digital Services Assistant II is responsible for assisting patrons in the use of library computers and technology, monitoring the patron computer room, and teaching basic MS Office and consumer technology-related classes. This position provides accurate, courteous, and direct customer service and ensures a positive library experience for our patrons.

ESSENTIAL RESPONSIBILITIES

- Assist patrons accessing/using library computers, printers, scanners, microfilm readers, copiers and other technology equipment. Troubleshoot issues/questions regarding MS Windows, MS Office, Android, Mac OS, and iOS.
- Assist patrons using digital library services, such as, borrowing e-books or streaming a film.
- Assist patrons using the web based e-mail services.
- Conduct training classes for patrons on MS Office, digital library services, or consumer technology.
- Conduct basic network and equipment maintenance, such as, replacing toner cartridge or resetting a router.
- Conduct set up of technology equipment for library programs and events.
- Support and work with Safety Monitors to resolve patron-related behavior issues in the computer room.
- May train new hires on Digital Services policies, practices, and procedures as needed.
- Participates on Library committees as assigned.
- Keep current on department and library news and events by checking work email and staff intranet.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

Digital Services Assistant II

- Ability to prove extensive knowledge of computers and various software and technology equipment.
- Ability to demonstrate and deliver exceptional customer service to patrons and staff.
- Ability to demonstrate superb communication skills both verbal and written.
- Ability to demonstrate knowledge of department practices and procedures.
- Ability to work independently while also flexible to work in a team setting.
- Demonstrate awareness of library resources, practices, and policies.
- Ability to demonstrate proficiency in computer skills.

QUALIFICATIONS

- Demonstrated proficiency in Microsoft Office Products.
- One year experience working with the public preferred. Experience in public library setting desirable.
- 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.
- Knowledge of integrated library systems (including Polaris LEAP) preferred.
- Bilingual skills are a plus.

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

- Ability to read, write, and communicate fluently in English.
- Physical ability to sit and stand for extended periods of time.
- Ability to walk from one area of the Library to another.
- 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