

RACINE PUBLIC LIBRARY
Digital Services & Innovation Assistant Position Description
Part-Time; ~~27.5~~ 24 hours per week
Grade D

POSITION PURPOSE:

Racine Public Library is a learning institution. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Employees will contribute to a positive customer experience with the public and coworkers. Essential duties may change in response to evolving community needs.

Under the supervision of the Head of Digital Services and Innovation, this position provides technology support to patrons and staff and is a member of the Library Technology Team. This position is part-time, up to ~~27.5~~ 24 hours per week, with the specific schedule being mutually agreed upon with the employee and supervisor. Some evening and rotating weekend hours will be required.

ESSENTIAL DUTIES:

- An active member of the Library Digital Services & Innovation Team.
- Provides technical assistance and support to the public, in person, on the phone and electronically, and follows up with the patron to ensure the question has been answered.
- Teaches and conducts various digital literacy classes to the public.
- Takes appointments with patrons for one-on-one technology assistance.
- Helps maintain library technology brochures and instructions for patrons and staff.
- Prepares technology troubleshooting guides for staff and patrons.
- Keeps up-to-date with emerging technologies.
- Identifies technology-related staff and patrons training needs.
- Assists in training staff and patrons on new technology.
- Conducts various outreach initiatives to schools, community centers, local events, etc.

ASSOCIATED DUTIES:

- Provides support to programming team
- Provides tech support to staff when Library Computer Technician and backup is unavailable.
 - Install, modify, and repair computer hardware and software
 - Resolve technical problems with Local Area Networks(LAN) and other systems
 - Installs peripherals for staff users
- Assists in keeping the public computer terminal area neat and clean, including cleaning keyboards, as needed.
- Seeks out and participates in training opportunities.

- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- High school diploma, or equivalent.
- Some higher education in technology or equivalent experience deemed acceptable by hiring authority.
- Knowledge of (or ability to learn) cutting-edge maker technology such as, but not limited to, 3D printers, drones, laser engravers, mixed reality and VR devices, and coding.
- Knowledge of current library related technologies and trends.
- Ability to work with and mentor teens.
- Ability to and comfort in conducting instructional courses for all ages.
- Knowledge of all MS Office suite software is required.
- Solid working knowledge of Adobe Acrobat X Pro, Photoshop CS6, and InDesign CS6 or related technology is required.
- Ability to work in a fast-paced environment and juggle multiple priorities; ability to think quickly, assess a situation and make sound decisions.
- Ability to work a varied schedule inclusive of evenings and weekends.
- Valid Motor Vehicle operation license is required.
- Ability to work as a member of a team.
- Ability to follow oral and written instructions.
- Ability to communicate effectively, both orally and in writing, in a pleasant and businesslike manner.
- Ability to work with a diverse public, and other staff members politely and with respect.
- Ability and stamina to physically perform all of the necessary tasks assigned to the position.
- Ability to communicate effectively in Spanish, both orally and in writing, desirable.

PHYSICAL DEMANDS:

Bending, reaching, kneeling, lifting up to 60 pounds of library materials, grasping, writing, reading, listening, fingering, keyboarding, talking, sitting, standing, walking, concentrating, climbing, crouching, balancing, speaking

ENVIRONMENTAL/WORKING CONDITIONS:

Normal public library environment. This position requires intensive interaction with the public and local travel to outreach events and programs.

EQUIPMENT USED:

Computer, telephone, fax machine, photocopy machine, audio-visual equipment, projector, sound amplifying equipment, scanner, and other equipment not specifically identified. Various

emerging technologies within The Innovation Lab such as, but not limited to, 3D printers, laser engraver, robotics, drones, virtual reality, electronics, and coding equipment.