Durham Public Library

49 Madbury Rd., Durham, NH 03820 durhhampl@gmail.com

Library Assistant, Emerging Technologies
Part-time, Durham Public Library

Position Description: Friendly, patient, multi-tasker needed to join a dedicated staff at the Durham Public Library. Candidate must enjoy working with patrons of all ages; have good communication skills, both oral and written; be computer literate; be comfortable assisting patrons in various circumstances.

Hours: 15hrs/week. Candidates must be willing to work during, daytime, evening, and weekend hours.

Job Responsibilities:

- Responsible for providing customer service, preventing technology-related problems, and ensuring the proper functioning of the Library's emerging technologies, website, digital resources, and ILS.
- Identify and troubleshoot technology problems, referring more complex problems that cannot be resolved in-house to the IT Help Desk when necessary.
- Train and develop staff in use of library technology.
- Train patrons on the use of library software and hardware; Lead regularly scheduled device help/classes.
- Install peripheral equipment as well as coordinate the installation, maintenance, relocation and repair of technology hardware and software as necessary
- Serve as point of contact and coordinate with 3rd party vendors
- Answer, evaluate, and prioritize in-person requests for assistance from users experiencing computer-related/device technology problems
- Create training-related documentation, procedures, and maintenance schedules.
- Circulation/ Service desk assignments and other library-related work as needed.
- Other tasks as requested

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Minimum Required Qualifications:

- Proven experience as computer technician or similar role.
- Thorough knowledge of computer systems and IT components.
- Good knowledge of internet security and data privacy principles.
- Excellent troubleshooting skills.
- Excellent verbal/written communication skills.
- Patron/Customer Service Skills.
- B.S. in Computer Science, engineering, or relevant field preferred.

Desired Experience/Knowledge:

- eBook mobile applications
- Virtual reference software
- Apple and Microsoft systems
- Integrated search tools
- Scheduling and event management software
- Makerspace technologies including 3-D printing and podcasting
- Gaming platforms
- Web design, development, and management software
- Knowledge of web development, JAVA Script, and HTML.
- Experience with LAN/WAN networks.

Salary: $18.00/hour. This part-time position does ***not*** include benefits.

Application: Cover letter and resume must be received by C.O.B on Friday, July 31st, 2020.

Please forward cover letter and resume to Sheryl Bass at sbass@ci.durham.nh.us

Other: Fingerprinting and criminal background check required

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Tasks require the ability to exert light physical effort in carrying and shelving books, and in performing other typical library functions. The employee must regularly lift and/or move material weighing up to 35 lbs. May be required to push or pull book trucks weighing up to 150 pounds. Vision and hearing at, or correctable to, normal ranges is necessary. Depth, color, peripheral, and distance vision routinely required. Standing, sitting, kneeling, squatting, and reaching routinely required.