



Town of New Milford

Personnel Department

10 Main Street, New Milford, CT 06776

Telephone (860)-355-6089 – Fax (860)-355-6031

JOB CLASSIFICATION DESCRIPTION

P/T REFERENCE SERVICES TECHNICIAN – DIGITAL LITERACY

Job Title: PT Reference Services Technician

Salary Group: Non-Union, non-exempt hourly

Department: Library Reference Services

Schedule: Part-time; less than thirty (30) hours per week; Saturdays, Sundays, and evenings are required as needed on regular schedule. Additional off-schedule hours required.

Salary set at beginning of fiscal year

GENERAL STATEMENT OF DUTIES

- Coordinates, plans, and implements digital literacy instruction for the library, both on and off site.
- Provides digital literacy outreach to uncover areas of need in the community.
- Provides instruction on emerging technologies and virtual services.

SUPERVISION RECEIVED

- Works under the direction of the Reference and Technology Services Librarian.

DUTIES

- Provides technology skills training to community members who need introductory digital skills in order to become effective internet users.
- Coordinates and develops technology classes to be presented to community members both at the library and at the facilities of local partner organizations.
- Performs outreach and establish partnerships with community members to assess digital literacy needs, which will inform program development and implementation.
- Develops training opportunities for patrons and staff on emerging technologies and virtual services.
- Provides input into the identification, assessment, and implementation of emerging technologies and STEAM equipment that further the Library's mission and in the development of next-generation technology services.
- Assists in outreach and scheduling to coordinate use of the library's STEAM space.
- Assists in maintaining the library website.
- Assist in posting to social media platforms for the purposes of outreach and engagement of library users.

- Develops creative strategies for effective use and promotion of information resources to meet the needs of a diverse community of users.
- Works on the reference/information services desk as needed and participate in other activities in the department.
- Provides reference and assistance in locating and using digital library materials, online and Internet services.
- At the request of the Director, attends meetings to speak on areas related to professional expertise.
- Collects monthly statistics for use in evaluation of digital literacy services; prepares monthly user statistics for Director.
- Provides customer service with a goal of excellence.
- Provides content for the Library website and assists with general website maintenance.
- Participates in appropriate professional activities.
- Performs other duties as assigned by Reference and Technical Services Librarian

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

QUALIFICATIONS:

Knowledge and Ability:

- Ability to self-educate, educate the public and staff, and project enthusiasm for the potential of digital technologies.
- Commitment to public service in a public library environment.
- Experience in developing and implementing digital literacy programs
- Experience in a public library environment a plus.
- Understanding of electronic resources and Internet services.
- Tact and skill in working with the varied and demanding public and with library staff.
- Ability to work as a team member.
- Must possess strong problem solving and instructional, skills.
- Strong organizational abilities.
- Familiarity with library automation systems a plus
- Ability to perform under pressure.
- Ability to communicate effectively both orally and in writing.
- Ability to sit at a desk or stand and work continuously for extended periods of time while performing job functions.
- Ability to lift and carry documents and office equipment weighing up to 20 pounds on- and off-site.
- Possession of a valid driver's license.

Education:

- Bachelor's Degree with experience teaching technology skills required.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.

Approved by the Library Board of Trustees: December 21, 2022