



# southburlington

VERMONT

## JOB DESCRIPTION

### Digital Specialist

Last Updated 3/2023

<b>Job title</b>	Digital Specialist
<b>Reports to</b>	Library Director
<b>Classification</b>	Non-exempt
<b>Salary</b>	Salary Grade B (\$21.40 - \$22.71/hr)
<b>Direct Reports</b>	None

### Job Summary

The Digital Specialist will work closely and assist the Director and Adult Services Librarian with planning and implementing digital instruction and programs for adults, youth and children, and recommending and promoting the use of new technology. This position will also be responsible for web page maintenance and oversight. They will carry out routine circulation and information desk duties. The Digital Specialist will reach out to the community and be welcoming to all Library visitors.

### Essential Functions (Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

- Plans and works with staff to implement digital and in-person programs and instruction for all ages.
- Assists patrons in the use of personal and library computers and equipment.
- Trains staff on new technologies and procedures.
- Oversees library web page development, updates and events.
- Supervises technology volunteers.
- Performs routine circulation functions as needed.
- Offers reference and reader's advisory assistance as needed.
- May work with librarians to develop and maintain areas of the library collection.
- Enforces library policies and procedures in an appropriate manner.
- Performs other duties as assigned.

### Minimum Qualifications:

- Bachelor's degree with two years of public library experience required; equivalency considered. Coursework in library-related field or Vermont Library Certification is preferred.

- Fluency in a language other than English is desired.

### **Knowledge and Experience:**

- Prior experience selecting and sharing technology.
- Experience and patience in assisting others with problem-solving.
- Ability to deal tactfully, courteously, and effectively with the public and other employees.
- Expertise and proficiency with computers and related hardware, popular library software, Internet and digital communications.
- Ability to work independently with a high degree of accuracy, efficiency and dependability.
- Good organizational skills.
- Ability to learn library procedures and apply policies.
- Ability to handle difficult situations and use de-escalation techniques.
- Considerable knowledge of professional library principles, practices, and techniques.

### **Working Conditions**

(Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.)

**Internal:** Work is normally performed in a climate-controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level fluctuates and includes sounds of children, teens, families and normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties. Work involves interaction with members of the general public who may be unruly, impolite, etc., addressing behavioral issues. Work involves interaction with members of the general public who may be unruly or impolite. Staff are called upon to address behavioral issues or deescalate situations.

**External:** Work includes occasional travel within the community for outreach activities

### **Physical Demands**

(The physical effort generally associated with this position.)

Work involves standing and walking for brief periods of time. There is potential for eye strain from reading detailed materials and computer screens. Exerts some physical effort in performing duties including standing, bending, kneeling, reaching, carrying, pushing and lifting up to 40 lbs. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur.