

DeKalb Public Library

JOB DESCRIPTION

- JOB TITLE:** Tech Desk and Studio Specialist
- STATUS:** Non-exempt, Full Time
- SHIFT:** 37.5 hours per week, Sunday-Saturday hours with regular rotation. Must be able to work evenings and weekends depending on library needs.
- WAGES:** Starting at \$15.06 per hour

SUMMARY DESCRIPTION:

The Tech Desk and Studio Specialist contributes to the effective operations of the library by performing a variety of services related to digital literacy and making. This position is responsible for areas of programming, outreach, and technical assistance related to computers, personal digital devices, Collaboration and Sound Studio equipment and software, and is expected to work collaboratively with all other library departments, outside agencies, and organizations for the planning and implementation of a variety of programs and services related to digital literacy and making. Reports to the Tech Desk and Studio Manager.

DUTIES AND RESPONSIBILITIES:

- Introduce and demonstrate the use of machines in the Collaboration and Sound studios to patrons, tour groups, and as directed
- Develop, present, and evaluate workshops and programs teaching the use of computers, digital literacy (Microsoft Office, email, etc.), Collaboration and Sound Studio equipment, and maker-related topics
- Provide assistance to patrons, monitor computer reservations, assist with basic computer skills, printing and scanning requests at the Tech Desk
- Provide technical support for patrons regarding ebooks and any specialized software provided in the Collaboration Studio and Sound Studio
- Provide friendly, courteous, and accurate service to all library users
- Participate in regular team communications to discuss and develop programming themes, special event planning and participation, patron policies, expectations, issues and concerns, library communication, and community involvement
- Contribute to monthly reports regarding highlights, usage and program attendance
- Maintain awareness of the library's short and long-term goals and of the outcomes of periodic departmental community needs assessments in order to create tailored services and programs related to digital literacy and making
- Create informational material, bibliographies, pathfinders, blogposts and/or other resources highlighting books or topics related digital literacy and making for the library, the website, or other public information venues, including user guides for tools and equipment in the Collaboration Studio and Sound Studio; contribute to the monthly staff newsletter
- Act as primary social media producer for the Tech Desk and Studio, including content creation and editing
- Refer potential external presenters for digital literacy and maker programming to the Tech Desk and Studio Manager
- Maintain all Tech Desk, Collaboration Studio, and Sound Studio materials, tools, and equipment including hardware and software
- Routinely inspect Collaboration Studio and Sound Studio equipment, perform routine maintenance, evaluate broken or damaged items and attempt repair whenever possible
- Store and maintain Collaboration Studio and Sound Studio supplies, keep an inventory and purchase additional supplies as needed
- Maintain accurate records of preventive maintenance, troubleshooting guides, etc.

- Coordinate with community organizations and agencies in order to promote the library's services, materials, and programs; actively encourage community members to participate in library events and activities
- Represent the library at professional meetings, activities, and conferences as assigned; prepare written reports for the Library Director about these events and new learnings
- Remain current on trends in digital literacy and making resources through consortium meetings, workshops, and other appropriate seminars
- May assist with opening and closing procedures
- May provide patron assistance at the Circulation Desk as needed
- Monitor the behavior and conduct of patrons in the Tech Desk area, Collaboration Studio and Sound Studio, and Circulation Desk area and intervene as necessary to ensure appropriate conduct
- Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- High school diploma or equivalent required, LTA or Bachelor's Degree preferred
- One year experience working or volunteering in a makerspace, or digital learning lab preferred
- Knowledge of current trends in library services related to digital literacy and making
- Ability to learn and teach 2D and 3D design, audio and video recording and editing software
- Knowledge of 3D printers, laser cutters, electronic cutters, audio and video recording equipment
- Ability to communicate effectively with others, orally and in writing, including through email
- Ability to identify and translate the needs and interests of patrons into effective library services and programs
- Ability to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups and to serve the public courteously
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations
- Ability to learn and stay current with emerging technology, including digital media

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- Duties are performed in an indoor setting, with frequent standing, stooping, and bending, and may be subject to machine noise, dust, and debris. Risks include cuts, abrasions, and exposure to airborne irritants (dust, fumes, etc.)
- This position will have frequent contact with others
- The noise environment is usually quiet to moderate, but may occasionally be loud.
- Must be able to move materials weighing up to 40 pounds
- Must be able to talk and to understand speech to effectively answer patron questions
- Must possess physical mobility involving hands and fingers to handle, feel, or operate objects, tools, or controls such as a computer keyboard, mouse, or other device; perform repetitive motion using hands, wrists, and arms.
- Must be able to complete work with speed and accuracy
- Must possess ability to see and read a computer screen, bar codes, and call numbers
- Must be able to work in a team atmosphere in a consistently cooperative manner
- Must be able to bend, stoop, walk, reach with arms and hands
- Must be able to transport materials more than 50 feet
- Must be able to speak distinctly to large groups
- Must possess physical dexterity to perform maintenance and repairs

EQUIPMENT USED:

- General office equipment including phones, smart phones, and personal computers
- Specialized maker equipment including 3D printers, laser cutter, electronic cutters, hand tools, etc.
- Specialized recording equipment including video cameras, audio interfaces, microphones, etc.

STATEMENT OF OTHER DUTIES DISCLAIMER:

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

EQUAL OPPORTUNITY:

The DeKalb Public Library is an equal opportunity employer. There shall be no discrimination or favoritism in employment, recruitment, compensation, termination, upgrading, promotions, or any other condition of employment against any employee or job applicant on the basis of race, ethnic origin, age, sex, gender, marital status, religious belief, disability, sexual orientation, political affiliation, national origin, or any other prohibited class.