

NOW HIRING – POSITION ANNOUNCEMENT

POSITION:	Digital Services Librarian or Specialist*
HOURS:	Permanent Full Time / Part-Time Negotiable (<i>includes rotating Saturday shifts</i>)
BENEFITS:	Sick Leave, Vacation, Paid Holidays, PERs Retirement Plan, Health, Dental, Vision and Life Insurance (hours requirement), Virtual EAP
WAGE:	Starting minimum \$19.00 per hour, wage dependent on qualifications
FIRST REVIEW:	February 18, 2025 – open until filled
START DATE:	Immediately upon successful completion of full background check

Visit our website for full job description & application: www.northlakecountylibrary.org/job-openings

APPLICANT MUST SUBMIT:

- ✓ North Lake County Public Library District Application
- ✓ Cover Letter (print or video)
- ✓ Current Résumé



SUMMARY:

Do you love helping others learn technology? Do you enjoy working with a variety of people? Do you have the skills to keep the Makerspace and its equipment functioning? Is providing excellent customer service a priority for you? Do you want to work with amazing people in a beautiful space? Then apply!

The Polson Library is seeking a self-motivated, highly dependable individual with advanced skills in technology to join our team as our Digital Services Librarian or Specialist (dependent on education and experience). This person is primarily responsible for technology assistance for patrons and staff, technology related programming for children and adults, running and maintaining Makerspace equipment, cleaning of library computers, printers and devices, and ongoing projects and related work as assigned. Library work is also required including helping patrons with checkouts, checking in items, shelving, and more. This position requires exceptional customer service skills, organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

DESIRED EDUCATION, SKILLS & ABILITIES:

- Bachelor's degree or higher and at least 1-3 years of work experience, or a combination of education and experience. We want the right person for the job, so if you're not sure, apply.
- Advanced computer skills to include software and hardware troubleshooting, maintenance, and implementation
- Experience instructing others and the ability to work with people representing a wide range of technical know-how and ages
- Adaptability to cover various library roles as necessary
- Reliability and flexibility in scheduling when necessary
- Successful completion of a criminal, motor vehicle and personal background check
- Successful completion of skills testing prior to hire

RETURN COMPLETED PACKETS TO:

North Lake County Public Library District c/o Director
102 1st St. E. Polson, MT 59860
or email to: director@northlakecountylibrary.org



NORTH LAKE COUNTY PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

Position Title: Digital Services Librarian or Specialist *(February 2025)*

Reports To: Library Director

General Summary: The Digital Services Librarian or Clerk works under the supervision of the Library Director. This public services position is primarily responsible for technology assistance for patrons and staff, technology related programming for all ages, cleaning of the library's computers, printers and devices, running and maintenance of Makerspace equipment, and ongoing projects and related work as assigned. This position requires exceptional customer service and organizational skills, patience, and a high degree of initiative. The ability to work in a positive manner with a variety of people is essential, as is the ability to convey information in a clear, concise, user-friendly way.

Responsibilities:

Technology Duties

- Main point of contact for patron and staff technology questions
- Develop, setup, host and present public technology training classes both onsite and offsite and provide participants with a method of evaluation
- Provide training for staff on library technologies, software and applications and maintain staff technology notebook
- Provide one-on-one sessions with the public for technology help related to library equipment, software, web-based services and applications as well as some other general topics (i.e. Google suite, Microsoft suite, smartphones)
- Provide instruction in the use of online databases, internet, and other computer applications
- Responsible for setting up technology such as laptops, projectors, hearing loop system, etc. as requested for general library programs and events, as well as those of the public
- Maintain the library's collection of devices and complete updates
- Record and manage library statistics to include in monthly and annual reporting
- Act as a liaison between the library and IT contractor
- Write applicable grants to assist with technology expenditures
- Oversee annual inventory process
- Work with the Youth Services Librarian to develop and implement STEAM (science, technology, engineering, art and math) programming
- Maintain and oversee the use of the library's 3D printer and other Makerspace equipment
- Design marketing materials, instructional posters and handouts on library digital resources and services
- Maintain and create content in the library's Niche Academy webpage
- Develop partnerships within the community
- Periodically clean printers and public computer stations and assist staff with their own.

Additional Job Duties

- Perform and complete the duties of public service during any shift or portion of a shift to assist patrons in making effective use of the library, including location of materials, adding new library cards, processing holds, etc.
- Contribute to the collection development list
- Answer reference questions
- Assist with library opening and/or closing procedures
- Maintain the library's digitized collections and continue to digitize, working with the Director, as

materials become available

- Perform community outreach to assisted living and other facilities
- Perform other duties as required or assigned

Job Requirements:

Knowledge, Skills, Abilities

- Establish and maintain effective working relationships with other employees, trustees, patrons, and community members
- Exceptional customer service skills required
- Attention to detail and accuracy is essential
- Skill in the use of effective time management and organizational skills
- Skill in maintaining high productivity and self-motivation
- Flexibility during the workday will be required, depending on public service needs
- Ability to communicate effectively, patiently, and courteously both orally and in writing
- Ability to show thorough knowledge of grammar, spelling, punctuation and composition
- Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model
- Demonstrate advanced knowledge and ability to use computers, electronic devices, and library specific equipment
- Demonstrate specialized knowledge of library software applications and digital resources
- Demonstrate technology troubleshooting skills and ability to find necessary resources to resolve problems
- Demonstrate competence with the most current uses of technology
- Demonstrate knowledge in the use of all library services, programs and resources
- Possess proficiency in typing, word processing, and editing skills using Microsoft applications
- Ability to interpret and apply procedures and policies of the Library, organize work assignments, recognize priorities, understand and follow written and oral directions
- Ability to work a flexible schedule including some Saturdays, and travel to outlying service areas or for continuing education

Confidentiality:

- Abide by Montana confidentiality and privacy of library records laws
- Abide by the ALA Code of Ethics

Education and Experience:

The above knowledge, skills and abilities are typically acquired through an equivalent combination of education and experience sufficient to perform in this position including:

- Bachelor's degree and 1-3 years of work experience or a combination of technology education and experience. Library experience preferred, but not required. High school diploma or equivalent required.
- Montana State Library Certification, MLIS degree or 2 years or more of sufficient library experience qualifies candidate for the job title of Librarian. Otherwise, job title is Specialist until requirements are met.
- Advanced computer skills to include software and hardware troubleshooting with an understanding of applicable resources as well as competency in Microsoft Office Pro, Google Suite, Windows operating systems, Google Chrome operating system, Apple operating system, and Android operating system. Ability to learn new versions of the listed technologies as they become available.
- Experience with downloadable books, e-readers, tablets, and smartphones
- Experience with Prusa 3D printers, laser cutters and other Makerspace equipment.
- Experience with instruction of others and ability to work with people representing a wide range of technical know-how and ages

- Prior experience with Canva, social media, Google Admin Console a plus.
- Prior experience with SirsiDynix, Envisionware, Overdrive (Libby), and other library experience a plus.
- Extensive experience, competency, and courtesy working with the public

Professional Growth:

Attend workshops, conferences and trainings, both in person and online, to expand knowledge, with the option to achieve certification.

License and Certification Requirements:

- Must have and maintain a valid Driver’s License if operating library vehicle
- Successfully complete criminal and personal background check
- Successfully complete skills assessment

Physical Demands*

- Personal contact with the public and other employees is continual, requiring strong communication skills, tactfulness, diplomacy, and good judgment under stressful situations
- Duties are performed in a public space environment with noise levels ranging from quiet to moderately loud
- Must be able to safely operate the library’s motor vehicle for both short trips as well as longer travel out of the City, if required.
- Must be able to walk, sit, talk, and hear
- Must be able to use hands to finger, handle, feel or operate objects, tools or controls
- Must be able to reach with hands and arms
- Must be able to climb, balance, stoop, kneel, crouch, or crawl
- Must be able to tolerate all types of dust
- Must be able to lift and/or move up to 50 pounds
- Must possess close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
- Must be able to tolerate long-term use of computers
- Must be able to tolerate standing or sitting for a prolonged period of time at one station
- Must be able to travel on occasion

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Background Check: Criminal and motor vehicle background check will be required.

Expected Hours of Work: 40 hours per week with rotating Saturday shifts. Overtime is not typical, should not be expected, and is only allowed with preapproval by the Director. Part-time hours may be possible.

Benefits and Wages: Retirement benefits are provided through the Montana Public Employee Retirement System (PERS). Health, Dental, Vision, Aflac and Life Insurance as well as a Virtual Employee Assistance Program are offered; there may be an hours requirement. Vacation, sick and holiday pay. Minimum starting wage for this position is \$19.00, but may be higher with library experience.

Disclaimers

The position descriptions above are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all working conditions, responsibilities, duties and skills required. Individuals may perform other duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods or, otherwise, to balance the workload. Management reserves the

right to assign or reassign duties and responsibilities to this position at any time. Hours, duties and working conditions may be altered under extenuating circumstances. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. The Library is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, national origin, age, physical or mental disability, marital status, pregnancy, religion, creed, sex, sexual orientation, political beliefs, genetic information, veteran's status or vaccinated status.