
LIBRARY ASSISTANT TECHNOLOGY LEARNING CENTER

The Technology Learning Center (TLC) is looking for an enthusiastic, friendly, and tech savvy staff member to join their team. The TLC team is based at the Court House Branch of the Cape May County Library and provides a variety of tech services for patrons, including one-on-one tech trainings, walk-in help, classes, clubs, and staffing the Makerspace. This position will participate in all levels of services provided by the TLC and will be expected to provide a high-level of customer service. The successful candidate will demonstrate a willingness to learn new technologies and is not expected to have an expert level of tech knowledge.

This position will be 35 hours per week for up to six months with the possibility of permanent part-time employment (28 hours per week) after the six months. The schedule includes one night and weekend in circulation and may vary based on programming and department needs.

Duties and Responsibilities

- Answer phones and provide call backs
- Maintain TLC calendar through Outlook, Communico, and on paper
- Assist in maintaining TLC email account
- Staff desk at intervals during the day
- Write appointments on calendar and keep records on appointments
- Assist in creation of the TLC newsletter
- Assist in creation and presentation of TLC classes, clubs, and workshops including handouts
- Assist in promoting the TLC through social media, the TLC blog, and on the website
- Assist in creating promotional material for the TLC including fliers, bookmarks, pamphlets, etc.
- Assist with updating and maintaining the TLC computers, tablets, and other peripherals.
- Assist and train patrons in using library technology (PACs, internet, faxing, copying) on the second floor
- Assist and train patrons in regards to his or her technology questions in both scheduled appointments and walk-in help
- Answer questions and provide support with patrons during maker days in the Makerspace

Knowledge, Skills, and Abilities

- Cultural competence skills
- Excellent customer service skills
- Ability to work harmoniously with patrons and coworkers
- Comfortable working with a wide range of patrons from children to senior citizens on both a one-on-one and in a group setting

- Exhibit patience with technologically inexperienced patrons
- Enthusiasm for technology and willingness to keep abreast of technologies including software, equipment, and trends
- Demonstrate proficiency or willingness to learn common tech skills including, but not limited to: MS Office programs, OverDrive, Zinio for Libraries, iOS, Microsoft Windows, various email clients, Android, and web browsers
- Excellent communication skills both with supervisors and with patrons
- Demonstrate ability to teach basic technology concepts and a variety of software applications in a positive and supportive manner to both public and staff
- Flexible in daily and weekly schedules to cover appointments, walk-in help, classes, and clubs
- Demonstrate innovative nature in helping to create and run classes and clubs
- Willingness to interact with and impart knowledge about new technologies to patrons on a daily basis
- Interest in promoting and participating in the maker movement
- Current driver's license clear of violations

Qualifications

- Cape May County resident

Salary: \$13.00/ hour

To Apply:

Complete the Cape May County Library job application on the Library's Employment page (<https://cmclibrary.org/help/employment>). Candidates will be contacted on a rolling basis for interviews until the position is filled.