Digital Literacy Trainer

Position Description

Think of all the things you do every single day that utilize your smartphone or a computer- checking email, online banking, scrolling through Instagram, Zoom work calls, scanning a QR code to enter a contest, filling out an online application. Now, imagine needing to do all those things, but, you've never used a smartphone, you've never had a job that involved using a computer, or you don't have access to the internet at home. The digital divide in our country is real and it's growing, but there is something you can do about it. Join our team at the Cardington-Lincoln Public Library as our Digital Literacy Trainer.

 The Digital Literacy Trainer assists patrons and staff with general technology issues and learning. There is no need to be a "tech guru" for this job, if you're comfortable using a smartphone and/or computer for everyday tasks (using social media, checking email, online banking, filling out forms, etc.), you've got the knowledge needed to assist others. The most important skills needed are patience and a desire to help patrons gain basic, but critical, technology literacy. The majority of topics that patrons need assistance with revolve around learning to use a touch screen device (smartphone/tablet), basic computer navigation, and using online services (email, banking, government forms, etc.). For patrons that want assistance exploring more complex topics that you might not be familiar with, a willingness to learn alongside them is the most important skill needed. You'll also have the opportunity to lead classes on technology topics that interest you or that you think others would like to learn about.

 Responsibilities

- Provide one-on-one and brief troubleshooting technology assistance to patrons and staff
- Plan, promote, and conduct technology programming in the library
- Collaborate with area organizations to provide technology programming outside of the library (e.g. elementary and middle school technology activities, adult education classes)
- Maintain records tracking interactions and help sessions, complete monthly and quarterly reporting per grant requirements
- Investigate potential technology that could enhance services provided to patrons
- Pursue continuing education topics that will further develop skills of trainer and/or other staff

Qualifications and Requirements

- High school diploma or equivalent
- Ability to express yourself effectively and concisely, both orally and in writing
- Enjoy learning new skills
- Enjoy helping others learn new skills
- Flexibility
- Dependability
- Familiarity with (or willingness to learn) the following mobile technology and software, including but not limited to:
    - Android and/or Apple OS
    - Downloading and using apps

- o Ereaders, smartphones, tablets
- Familiarity with (or willingness to learn) the following technology and software, including but not limited to:
    - o Microsoft Office 365 suite of programs (Outlook, Word, Excel, etc.)
    - o Google Suite of programs (Docs, Sheets, Gmail, etc.)
    - o Windows and/or Apple OS
    - o Desktop and laptop computers
    - o Fax/print/copy/scan machines
    - o Major internet browsers (Chrome, Safari, Edge, Firefox)
    - o Communication technology like email and social media

Preferred Skills

- Experience teaching or tutoring
- Experience working or volunteering in a library

Compensation

This position is an independent contractor position paying $15.00 per hour for full-time (part-time available, pay adjusted according to grant budget requirements) and offers no benefits. This is a one-year grant-funded position with a current contract period ending June 30, 2023, potential for employment beyond that date contingent on continued grant funding.

Working Conditions and Physical Demands

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations).

Work requires occasional lifting or pushing of up to 20 lbs.

Schedule

Full time: Monday- Thursday (10:30 AM-7 PM) and occasional Friday (3-7 PM) or Saturday (10:30 AM-2 PM), depending on library needs

Part-time: Combination of mornings, afternoons, evenings Monday- Thursday (10:30 AM-7 PM) and occasional Friday (3-7 PM) or Saturday (10:30 AM-2 PM), depending on library needs