



To inspire and enrich for life

**Associate, Digital Literacy
Systems and Performance Outcomes
Full-time position
Day, evening and weekend shifts required**

Systems and Performance Outcomes has an opening for a full-time Associate, Digital Literacy. Reporting to the Manager, Digital Literacy, the Associate, Digital Literacy assists in the development, coordination and implementation of library services and programs that support Digital Literacy. The position holder also provides an advanced level of service in Heffner Studio, and has a solid understanding of the digital media and technology it supports. This involves customer service for all members of the community in a way that meets their unique needs, regardless of their age, background, or ability level. This includes customers that may be living with addiction, mental illness or experiencing homelessness. The position holder supports and develops outreach initiatives and represents Kitchener Public Library within the community.

RESPONSIBILITIES

- Provides a high level of service to customers in Heffner Studio for customers of all ages and backgrounds, including customers that may be living with addiction, mental illness, experiencing homelessness or have other complex needs.
- Participates in the planning and delivery of digital literacy services and initiatives, and in particular the development of extended services in Heffner Studio including the implementation of programming, training and outreach. This could include such initiatives at community library locations.
- Learns and works effectively with new digital media and other related technologies. Instructs others in the use of new technologies, including hardware and software.
- Supports the promotion of a learning environment for customers to develop technology literacy skills that include how to code, record and mix music, create and mix videos, 3D print and experiment with virtual reality, etc.
- Functions as a digital media resource for other library departments and locations.
- Develops partnership opportunities and maintains contacts with local community organizations to promote the library's digital media initiatives and to facilitate cooperative programming and partnership ventures.
- Assists with the recruitment, screening and training of volunteers and coordinates their activities in support of digital literacy services.
- Plans, organizes and participates in outreach programming and events.

- Stays current with the issues and trends related to digital media technologies and services, identifies efficiencies and recommends ongoing service standard improvements.
- Assists customers in the use of Heffner Studio rooms, services and equipment.
- Troubleshoots various hardware and software issues ensuring that KPL equipment is in working order and refers issues to IT staff when required.
- Manages and maintains program registrations and room bookings including set up and take down arrangements.
- Serves on library committees and task groups and Strategic Plan projects as required.
- Provides other support services and performs miscellaneous duties as required.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Post-secondary degree or diploma. Specialization in digital technologies, media arts, communications, broadcast journalism, film/television production, or another related field preferred
- MLS, MIS or MLIS an asset
- One to two years of related experience providing service to the public in a library or technology environment
- Strong commitment to excellence in customer service
- Demonstrated ability to interact positively and build relationships with customers in a way that meets their unique needs, regardless of their age, background, or ability level
- Ability to show sensitivity and respect for all customers
- Strong aptitude and interest in serving a diverse customer base including customers with complex needs
- Strong communication skills including the ability to assess customer needs, listen, respond and/or refer as required
- Demonstrated hands-on experience with a range of digital media resources and technology including experience working in an Apple environment
- Able to learn and work effectively with new and emerging technologies
- Knowledge and use of audio and video recording equipment and digitization equipment and software
- Ability to work independently and demonstrate initiative in the development of new projects and programs
- Excellent communication skills including presentation skills
- Excellent instructional skills within a group setting and one on one
- Strong organizational and problem-solving skills
- Ability to function as an effective member of a team

In accordance with the Library's COVID-19 Vaccine policy, new Kitchener Public Library staff are required to be fully vaccinated against COVID-19 as a condition of employment. Valid medical or Ontario Human Rights Code exemptions are permitted.

Closing date for applications is **Tuesday, May 24, 2022**

To print a copy of our application form, go to www.kpl.org/jobs

Please address cover letters and résumés to:

Manager, Human Resources
Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Email: resumes@kpl.org
Fax: 519-743-1261
TTY: 1-877-614-4832

Salary range: \$60,609 - \$70,303

Please quote Associate, Digital Literacy in the subject line

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

Kitchener Public Library is committed to an inclusive and diverse workplace where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at resumes@kpl.org