



Part-Time Employment Opportunity Digital Navigator II (Coordinator)

To apply for this position, send a cover letter, resume, and contact information for three professional references to humanresources@wallingfordlibrary.org on or before Monday, May 29, 2023.

Job Summary:

Provides one-on-one and small group assistance to community members who need affordable home Internet service, Internet-capable devices, and/or coaching in introductory digital skills in order to become effective Internet users. Manages statistical and progress reports for the library's digital navigation program. Reports to the Head of Emerging & Creative Technologies.

Essential Job Functions:

- Receives, returns, and/or initiates contact with clients who need assistance with Internet connectivity and digital skills.
- Assesses clients' access to technology, current digital skill level, connectivity needs, and Internet-use priorities. Sets agreed-upon goals for digital navigator services that will increase clients' digital skills.
- Advises clients about affordable home Internet service options for which they may qualify, assists clients to apply for services they choose, and supports their efforts to secure service.
- Advises clients about sources of affordable computers or other Internet-connected devices for which they may qualify and supports their efforts to acquire appropriate devices.
- Creates individual learning plans based on each client's digital navigation goals.
- Coaches clients in order to meet their digital navigation goals. This may include in person, phone, and/or online interactions, as well as referral to sources of additional digital literacy skills training.
- Tracks each client's progress and types of requests, keeps accurate and timely records, and reports outcomes. Compiles statistics and progress reports for all digital navigators.
- Participates in community events to advertise the library's digital navigation program.

Required Knowledge, Skills, and Abilities:

- High school diploma or GED required; college degree preferred. Current college students are encouraged to apply.
- Ability to teach basic technological concepts related to Internet services, computer and device characteristics, and common online services and applications.
- Excellent organizational skills and attention to detail.
- Excellent communication skills, including the ability to establish a rapport with clients of varied backgrounds.
- Positive attitude, patience, cultural sensitivity, and a sense of humor.
- Ability to creatively solve problems and to negotiate stressful situations with optimism.
- Ability to establish appropriate boundaries with clients.
- Valid driver's license and car insurance.
- A commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.
- Spanish language proficiency highly desirable.

Physical Demands:

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

- Move about the inside of the library to access collections and operate office equipment.
- Ability to travel to client meetings and community events at public locations in Wallingford.
- Remain in a stationary position 50% of the time.
- Operate a computer and other office productivity machinery, such as scanner/fax machines, printers, and copy machines.
- Communicate with staff and the general public and exchange accurate information in these situations.
- Have the visual acuity required to read and view from a computer terminal.
- Move equipment and book carts up weighing up to 25 pounds around the library building and to other locations in the community.

Hours:

25 hours per week, set at the mutual convenience of the employee and the library. The position is grant-funded with an expected term of 58 weeks.

Benefits & Compensation:

- \$30.55/hour for up to 58 weeks
- Paid time off

Disclaimer: Nothing in this job description restricts the Wallingford Public Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the Wallingford Public Library's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.

Wallingford Public Library's policy is to provide, in accordance with applicable law, equal employment opportunities to all employees and applicants without regard to race (including ethnic traits historically associated with race such as hair texture and protective hairstyles), color, religious creed, age, sex, pregnancy, marital status, national origin, ancestry, past or current mental or physical disability, genetic information, military or veteran status, sexual orientation, gender identity or expression, civil union status, status as a victim of domestic violence, or any other legally protected status.

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