

Job title	<i>Digital Skills Intern</i>	<i>Date approved: October 4, 2016</i>
Reports to	<i>Chief Librarian and Public Services Supervisor</i>	<i>Last date reviewed: October 4, 2016</i>

Job purpose

This paid 4-month internship includes a 6 week period in our public services area where you will hands-on with existing customers to learn their needs and wants and how our library is addressing these needs. You will learn to address commonly asked questions and concerns via phone and in person and provide technology and library resource assistance to the general public including a large senior population. Now with a strong understanding of our existing library community and our unique services, you will be working directly with the Library Board Fundraising team, learning how to support a broad spectrum of marketing, communications, events, fundraising, and administration activities. Design and produce print collateral, coordinate web site design and content, and manage email communications, social media, and media relations. Support promotion and logistical coordination of special events.

Duties and responsibilities

- Provide assistance and trouble-shooting as needed at the public computer use stations.
- Train and assist the general public on digital device use including tablets, e-readers, iPhones and computers.
- Setting up users’ digital devices to access the library’s e-book collection.
- Create, market and deliver training sessions on specific topics, including the library online resources and social media, to the community; both one-on-one and in small group sessions.
- Carefully track and record sessions and submit a monthly report online to Industry Canada.
- Initiate and/or maintain other technology or digital projects, as directed by the Sechelt Public Library.
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Qualifications

- University Degree or College Diploma desired.
- Strong Microsoft Office skills.
- A high level of computer proficiency in in common daily tasks and social media platforms including Facebook and Twitter.
- Strong written, oral communication and customer service skills.
- Self-organization, attention –to-detail, an inquisitive mind, and a good sense of humour.

Required skills

- Experience or interest in marketing and/or development experience preferred.
- Print production, email marketing and database management desired.
- Website design and content management experience would be a benefit.

Core Requirements

This position is funded by the Government of Canada's Youth Employment Strategy (YES).

- Between 15 and 30 years of age (inclusive) at time of placement.
- A post-secondary graduate and can provide proof (2 years minimum) of college or university.
- Able to commit to a full time internship.
- Legally entitled to work in Canada and are Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada.
- Not in receipt of Employment Insurance (EI) benefits at the moment.
- A clear criminal record with respect to working with youth and vulnerable populations (completed upon employment).