



Job Title: Digital Services Coordinator & IT Librarian

Salary: \$62,950 per annum

This position is a full time, 40 hours a week, exempt

Overview

The Digital Services Coordinator and IT Librarian is a professional librarian responsible for managing the Library's digital resources, supporting technology operations, providing staff and patron technology training, and delivering exceptional patron service. This position serves as a key resource for digital services, emerging technologies, and daily IT coordination while also providing reference and readers' advisory services. This position reports to the Executive Director and works closely with the Technology Services Manager.

Organization Profile

It is the mission of the Fayetteville Free Library (FFL) to support the evolving needs of our community. Staff members work energetically and collaboratively to contribute to the success of our programs, spaces, collections, and services across all areas of the library, in addition to focusing on their area of primary responsibility. We have a team-based environment made up of flexible and responsive professionals committed to our community.

Detailed Responsibilities:

Digital Services

- Coordinate implementation, access, maintenance, and troubleshooting of the Library's licensed digital resources
- Manage the Library's digital reading platforms and collaborate with staff to develop and support digital reading initiatives throughout the year
- Research, evaluate, and recommend emerging digital services and technologies for staff and public use
- Develop and deliver technology instruction, workshops, and library programs for patrons and staff
- Collaborate with staff to promote digital resources and technology services throughout the community
- Coordinate, schedule, and provide one-on-one technology assistance for patrons
- Stay current with developments in library technology through continuing education, professional organizations, conferences, and professional literature
- Assist with the collection, analysis, and reporting of library data for county, state, and internal reporting requirements

IT

- Coordinate and deliver technology training for library staff



- Develop, update, and maintain technology training materials and documentation
- Educate staff on cybersecurity awareness, network security, and technology best practices
- Manage and maintain the Library's IT ticketing system
- Assist staff in diagnosing and resolving routine technology issues
- Respond to technology inquiries on the phone, via email, or in person
- Support daily operation of the Library's computer network, servers, workstations, and connected systems
- Assist the Technology Services Manager with deployment, configuration, maintenance, upgrades, and troubleshooting of hardware, software, and network systems
- Identify and resolve issues involving computers, peripherals, software, and network connectivity
- Install software updates and security patches to maintain system security and performance
- Collaborate with staff to support library programs and outreach by providing technology expertise during planning and implementation
- Assist with troubleshooting and maintenance of the Library's website
- Serve as backup to Technology Services Manager on IT and related systems

Reference and Patron Services

- Provides excellent, compassionate direct patron service while staffing various library service desks, assisting patrons in person, over the phone, and by email
- Primarily staff the main reference desk and Makerspace service desk
- Deliver high-quality reference, research, and readers' advisory services using print and digital resources
- Assist patrons with computers, mobile devices, software applications, online resources, and emerging technologies
- Respond professionally to patron concerns and assist in resolving customer service issues using effective communication and de-escalation techniques.
- Serve as the person in charge when assigned and provide guidance and support to Library Clerks and other staff

Administrative

- Support the Library's mission, vision, and values through collaborative teamwork and professional communication
- Prepare and submit reports, summaries, and statistical information as required
- Collect and maintain statistics related to reference services, technology instruction, digital resource usage, and library programs
- Participate in internal and external committees and working groups as appropriate
- Perform special projects as assigned
- Assist with management of IT budget lines including developing annual budget amounts



Knowledge, Skills, and Abilities

- Excellent patron services skills and a commitment to serving our community
- Must be able to communicate effectively, both written and verbal
- Ability to positively relate to and collaborate with community groups, library patrons, and other library staff members
- Ability to understand and interpret library policies and procedures
- Ability to track and manage budgets
- Ability to manage vendor relationships
- May be required to stand or sit for long periods of time
- May be required to lift, pull, and carry items weighing up to 50 pounds

Required Qualifications

- Master's Degree in Library Science or Library and Information Science (MLS/MLIS) from an ALA accredited school preferred. Will consider applicants enrolled in Library school working towards their MLS/MLIS
- NYS Public Librarian Certification. Will consider applicants soon to be eligible for NYS Public Librarian Certification
- Demonstrated advanced technology skills and aptitude for learning new technologies
- Ability to work a flexible schedule that includes evenings and weekends

Preferred Qualifications

- Experience supporting library technologies, integrated library systems, digital resources, or public technology environments
- Experience delivering technology instruction or staff training
- Familiarity with networking, Microsoft Windows administration, PowerShell, SQL, and website support

To apply: Please email cover letter, resume, and references to Heather Matzel, Executive Director, at hmatzel@fflib.org by Monday, August 17, 2026 at noon.

At Fayetteville Free Library, we don't just accept difference—we celebrate it. We are committed to equal employment opportunities regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We recognize that building a team of employees with diverse backgrounds, experiences and voices is not only the right thing to do, but also allows us to better serve our entire community.