

Customer Service

Michael Douglas
El Paso Public Library

Michael Douglas began working for the El Paso Public Library in September 2001 as a Library Information Specialist I, fulfilling his library duties at what was then the Lower Valley Branch. However, his computer skills quickly became apparent and in 2002 he began working for the brand new Library Systems Office—which at that time consisted primarily of Systems Librarian Nora Rayas and Michael. In his new job he provided assistance with troubleshooting computers and serving on call on the weekends to assist with system problems. Since 2002 Michael has steadily progressed in knowledge and experience, resulting in his hiring as a PC/LAN Specialist I for the Library in 2005—a position that was upgraded to PC/LAN Specialist II in 2007.

Michael is one of those rare individuals who, while technologically gifted, can easily interpret “computer speak” for Library Staff and patrons. He has been described as “a very hard working young man, [one who is]... always patient with library staff and patrons when it comes to computer troubleshooting. He sometimes works tirelessly day and night to get our network functioning again, demonstrating great patience. He is always honest and quick to respond when we need network assistance. If he doesn’t know the answer to a computer/network problem, he will do research and find an answer to the problem. He doesn’t make up excuses when you need answers.”