

Job Description

Job title: Library Assistant 1, Computer Lab
Department: Information and Learning Services
Exempt? No

Salary grade: C
Reports to: Supervisor 2, Technology
Supervisory responsibilities? No

Essential competencies that apply to all library employees:

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Effectively use computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Show that essential job functions can be performed with little or no supervision.
- Work cooperatively with managers and co-workers.
- Comply with library policies and operational procedures.
- Comply with safety and security standards; keep workplace safe and clean.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties:

- Answers questions from library patrons and staff regarding the use of library computers and the internet.
- Assists patrons in a respectful, friendly manner when approached with questions.
- Maintains professional demeanor while responding to a patron who is disgruntled.
- Diagnoses technical issues experienced by patrons and finds a way to solve the issues within the Library's established policies and procedures.
- Sets up and disconnects technology equipment in meeting rooms.
- Answers phone calls to the Technology Center and provides callers with technical support or requested information.
- Performs scanning and general office tasks.
- Cross-trains in other areas of the library as appropriate, and assists in the training of employees.
- Organizes and maintains the Technology Center.
- If unable to answer a patron's question, assists in finding someone who can, follows up to ensure patron's questions were handled.
- Upholds values of patron confidentiality, intellectual freedom, and accessibility.
- Provides equitable services to all users.
- Assists with library security through awareness, policy knowledge, and communication with coworkers.

Job Description

Education and formal training:

Required: High school diploma or equivalent

Preferred: 1 year of college education, technical training, or equivalent education or experience

Experience:

Required: A minimum of one (1) year computer or computer-related experience

Preferred: 1 year library work experience

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Required knowledge, skills, and abilities:

- Ability to operate a PC, relevant computer software, and technology devices.
- Ability to instruct and train in methods & procedures.
- Ability to learn to locate and use library resources and materials.

Physical and Environmental Factors: The duties of this job include physical activities such as climbing, reaching, lifting (up to 20 pounds), walking, grasping, feeling, fingering, talking, hearing/listening, seeing/observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Must be able to work under pressure and urgent deadlines, manage distractions such as telephone calls and other disturbances and deal with unpleasant social situations such as irate or disturbed individuals. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions and activities.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.