



COMPUTER LAB ASSISTANT

DESCRIPTION:

Under the general supervision of the Computer Lab Supervisor, the Computer Lab Assistant will assist in the daily coordination and functioning of the computer lab.

DUTIES: (include but not limited to)

1. Assist patrons in the use of the computers and printer
2. Assist in maintaining the working order of lab equipment and supplies, which may include troubleshooting both hardware and software.
3. Check out and in Mobile Hotspots to patrons
4. Supervise the use of the microfilm equipment and assist patrons using the equipment for searches
5. Collect monies received from patrons for printing needs
6. Maintain the cleanliness of the Computer Lab by dusting and cleaning computer and microfilm workstations
7. Attend library staff meetings & trainings
8. Promote the services available in the computer lab including one-on-one appointments on various computer programs.

REQUIREMENTS

- Outstanding customer service demeanor
- Knowledge of computer software and hardware commonly used in the computer lab
- Knowledge of and experience using public library technology and the Internet
- Ability to coordinate and prioritize tasks to meet deadlines
- Practice and uphold approved library & personnel policies, rules, and regulations.
- Excellent organizational and problem solving skills
- Ability to handle confidential and sensitive information with discretion
- Excellent interpersonal skills and public service manner for modeling customer service expectations
- Excellent English oral and written communication skills and public-speaking presentation skills
- Excellent computer, word-processing and Internet skills
- Ability to maintain a reliable schedule and regular attendance
- Flexibility to adapt to changing work situations and to vary work schedule

- Good vision and hearing
- Manual dexterity to operate computer and phone equipment
- Physical mobility
- Valid driver's license, acceptable driving history, and personal automobile for job-related transportation
- Satisfactory criminal background check

ACCEPTABLE EXPERIENCE AND TRAINING

- A high school diploma or GED
- Knowledge and experience with computers and computer software
- Any equivalent combination of experience and training which provides the necessary knowledge, skills, and abilities

EVALUATION: The Computer Lab Assistant will be evaluated annually by the Library Director.

The Computer Lab Assistant's job also includes any other duties that are requested by the Library Director or that are essential in ensuring that the Centralia Regional Library provides the best possible library service to the District and its patrons.

Note: This job description is not an employment contract. The Library Board of Trustees and/or its designated representative reserve the right to alter this job description at any time without notice.