

SUMTER COUNTY LIBRARY
Position Description

TITLE: COMPUTER SERVICES ASSISTANT (PART-TIME)
REPORTS TO: LIBRARY DIRECTOR
FLSA Status: Non-exempt

Supervisor: Library Director

I. Qualifications

A. Educational Background: High school diploma or equivalent. A minimum of one (1) year computer or computer related experience. Any combination of training and experience which provides the required knowledge, skills, and abilities to successfully perform the job.

B. Special skills or requirements

1. Strong customer relations skills
2. Ability to cooperate with staff and public
3. Ability to maintain professional manner when dealing with the public
4. Must be familiar with standard office equipment including personal computers; Microsoft Office and be able to learn and implement Library specialty systems and procedures
5. Ability to organize, prioritize and carry out office work with minimal supervision
6. Ability to define problems and deal with a variety of situations; think quickly, and adapt to stressful situations
7. Attention to accuracy and the ability to complete tasks in a timely manner
8. Must be able to demonstrate a strong commitment to diversity and work with a diverse community clientele
9. Ability to communicate effectively in both written and verbal form

II. General Functions

The Computer Services Assistant guides and instructs patrons using the Library technology resources to help them achieve their objectives. This position serves as a resource for a variety of computer related questions and as a general help desk for the public.

III. Responsibilities

- Provides library services, which may include daytime, evening and weekend hours
- Assists patrons in signing on to public access computers, assists patrons with computer usage, use of the Internet, and provides troubleshooting assistance
- Assist patrons in finding information/materials
- Answers the telephone as needed, provides information requests, and/or directs calls to proper locations
- Maintains office equipments such as printers, fax machines, etc.
- Assists patrons in the use the online catalog and other electronic tools
- Tactfully and courteously communicates general library policies and procedures to patrons
- Effectively assists all library patrons in the use of the library

- Accurately records departmental statistics
- Accurately logs all technology issues and/or maintenance issues for IT support crew
- Maintains knowledge of library system in order to assist at any work area or location
- Ability to recognize and correct errors and perform routine tasks efficiently and without difficulty
- Ability to lift up to 50 pounds and push book carts weighing over 100 pounds
- Perform opening, closing, and safety procedures
- Establish and maintain effective working relationships with fellow employees, supervisors, and the public
- Follows all library policies and procedures as outlined in pertinent manuals
- Other duties as assigned (This is a representative sample, not to imply a complete listing of responsibilities and tasks)