

DATE PREPARED: JULY 2017
POSITION: COMPUTER HELPER
CLASSIFICATION: CLERK II
REPORTS TO: ADULT SERVICES COORDINATOR

BASIC FUNCTION: The position of Computer Helper is responsible for helping people learn and understand how to use computers, tablets, and handheld devices and assisting them in the use of library digital services and applications.

SURBORDINATES: None

NATURE AND SCOPE: This position reports to the Adult Services Coordinator. The position provides basic instruction to patrons in the use of computers, tablets, and handheld devices, either individually or in small groups. The incumbent answers questions from patrons concerning the use of common software, the internet, and the library's digital resources. The incumbent may assist in the creation or editing of handouts related to digital services and instruction. The incumbent must be able to communicate well with staff and the public. The incumbent is guided by rules, procedures and policies established for the library system. The incumbent refers matters of policy or important decision making to the Adult Services Coordinator.

PRINCIPAL ACCOUNTABILITIES

Ensures that answers to patron questions in regard to computers, tablets, and handheld devices are thorough and correct.

Ensures that instruction to patrons in the use of digital services and applications is accurate and effective.

Serves patrons in a courteous and business-like manner.

ESSENTIAL DUTIES OF THE POSITION (Other duties may be assigned as necessary for the efficient operation of the library system.)

Assisting patrons with questions related to computers, tablets, and handheld devices.

Assisting patrons in creating accounts to utilize digital services offered by the library.

Instructing patrons in the use of digital services and applications.

Instructing patrons in the use of the library catalog and information databases.

Instructing patrons in the use of commonly available office software.

Assisting in the creation and editing of instructional materials and handouts.

ACCEPTABLE SKILLS, KNOWLEDGE, AND ABILITIES

Thorough knowledge of a wide variety of computers, tablets, handheld devices, commonly used software, and library digital services and applications is required. Must be dedicated to providing excellent customer service. Ability to interact politely, pleasantly, and patiently with the public and fellow staff members. Ability to listen carefully and understand questions asked by patrons. Ability to troubleshoot and solve technology related issues. Ability to communicate technical information in easily understood terms to the layperson. Ability to communicate clearly orally and in writing. Ability to learn and apply correctly library routines, rules, procedures, and policies. Ability to maintain a neat, clean appearance in keeping with the established dress code. Ability to work effectively with other staff.

REQUIREMENTS AND QUALIFICATIONS

A high school diploma or its equivalent required. A commitment to excellent public service required. Must be able to meet the flexible scheduling requirements of the library and be present at the workplace as scheduled. Must be able to perform the major functions of the position.