

# Northwest Georgia Regional Library System

## Part-time Computer Lab Assistant

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**The Part-time Computer Lab Assistant at Dalton-Whitfield County Public Library runs the Library Computer Lab under the supervision of the Branch Manager/Branch Administrator and interacts with patrons in person and over the phone. He/she also does other tasks that are needed to run a library.**

### Duties

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**Library Computer Lab Assistant duties include (but are not limited to):**

- Assist patrons with the use of public computers and the Internet
- Assist patrons with the use of printers, copiers, scanners, and fax machines
- Use access management software to control usage and printing
- Ring up transactions through a cash register
- Answer the telephone and forward calls to the appropriate departments
- Answer patrons' questions relating to the computer lab, library, and library system
- Perform simple circulation duties, including checking in, checking out, and renewing materials
- Organize and maintain library materials
- Assist and/or teach computer classes in the Technology Center
- Assist with opening or closing routines according to shift assignments
- Maintains and reports statistics related to computer and printer use.
- Perform additional duties as assigned or requested

### Education

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**Minimum Qualifications:**

High school diploma or General Educational Development (GED) certificate

**Preferred Qualifications:**

Associate's degree with library experience

### Skills Required

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**Knowledge, Skills, & Abilities Required:**

- Bi-lingual preferred
- Valid driver's license
- Ability to meet the demands of the job schedule, including Monday-Friday, evenings, and Saturdays.

**Computer skills:**

- Daily use of Microsoft Office Suite
- Use of Automated Library Systems (PINES), Online Databases (GALILEO), and other library software
- Use of networks and Internet browsers
- Computer troubleshooting

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### **Customer-service skills:**

- Outgoing, friendly
- Polite, patient
- Service oriented, eager to help

### **Training, Skills, and Evaluation**

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Supervision and evaluation of this employee are provided by the Branch Manager/Branch Administrator during the 6 month trial basis and then annually each May. Specific training may be offered by members of the professional team from the regional system and Georgia Public Library Service. The employee is expected to be self-directed on day-to-day performance level.

### **Physical Demands**

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This employee must be able to stand for prolonged periods of time; some tasks may require bending; stretching; reaching; pushing filled, wheeled book carts, and possibly lifting boxes up to 35 lbs.

### **Working Conditions**

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Work is typically performed in a climate controlled library. Much of the time is spent at desks or assisting patrons with computer usage. The computer lab assistant will be required to work on some Saturdays.

*This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the Library. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.*