

Chelsea District Library

Computer & Public User Support Volunteer

Position Description

POSITION TITLE: Computer & Public User Support Volunteer

DEPARTMENT: Technology Services

SUPERVISOR: Head of Technology Services

LENGTH OF COMMITMENT: three months

TIME INVOLVEMENT: Minimum of one two hour block per week.

MAJOR RESPONSIBILITIES:

- Monitor and assist patrons at public computers
- Troubleshoot minor computer problems
- Assist with internet searching
- Assist with Library Database searches
- Help support Library computing policies; referral when necessary to Reference Librarian
- Promote library computer services and databases

QUALIFICATIONS:

- Comfortable with:
 - Windows XP Operating System
 - Microsoft Office i.e., Word, Excel, PowerPoint, Publisher 2003 version
 - Internet Explorer and basic internet searching
- Ability to work with minimal supervision
- Approachable, tactful, comfortable helping a variety of ages and personalities
- Ability to stand/sit for 2 hour stretches

SPECIAL REQUIREMENTS:

- Two hour training session
- 2 week probationary period
- must have library computer access card with internet permission

CPU (Computer and Public User Support Volunteer): Are you good with computers? Do you enjoy helping others? If so, this is the ideal position for you. CPUs monitor and assist patrons at the library's public internet stations. Minor troubleshooting is expected and training is provided.