

Chelsea District Library Computer & Public User Support Volunteer Position Description

POSITION TITLE: Computer & Public User Support Volunteer

DEPARTMENT: Technology Services

SUPERVISOR: Technology Librarian or Network Administrator

LENGTH OF COMMITMENT: varies depending on assignment

TIME INVOLVEMENT: varies depending on assignment and project

Possible Technology projects:

- One on One Computer Help – 1st and 3rd Tuesday from 10:00am-12:00pm
 - Work with participants on a one to one basis training
- Trainer for Technology Workshops
 - Depending on qualifications, desire and availability
 - Ex. Word 2010, Facebook, eBay...
- Library Technology Projects
 - Quarterly updating of public workstations

QUALIFICATIONS:

- 18 years of age and older
- Approachable, tactful, comfortable helping a variety of ages and personalities
- Ability to take direction and work with minimal supervision
- Comfortable with any combination of the following:
 - Windows OS, and/or Mac OS, Android OS
 - Microsoft Office 2007, 2010
 - Internet Explorer, Firefox, Chrome, Safari
 - Free Internet email services
 - Searching the Internet
 - Troubleshooting devices: laptops, eReaders, Tablets, Smartphones
 - Social Networking sites (Facebook, LinkedIn, YouTube...)
- Ability to stand/sit for 2 hour stretches depending on project assignment
- Ability to push/pull/lift at least 50 pounds depending on project assignment
- Ability to handle confidential and sensitive information in an appropriate and secure manner.

SPECIAL REQUIREMENTS:

- Entry interview with Volunteer Coordinator and/or Network Administrator or Technology Librarian
- Two hour training session
- Probationary period dependant on project assignment