

Chelsea District Library

Computer & Public User Support Volunteer

Position Description

POSITION TITLE: Computer & Public User Support Volunteer

DEPARTMENT: Technology Services or Information Services

SUPERVISOR: Head of Technology Services, Information Services, or Network Administrator

LENGTH OF COMMITMENT: At least three months

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

MAJOR RESPONSIBILITIES:

- Technology training and providing technology education to public users
 - Computer Training 1:1 at CDL, CRC and Glazier
- Promote library computer services and databases

OTHER RESPONSIBILITIES as assigned:

- Computer troubleshooting for library equipment
- Assisting in library equipment or server upgrades
- Providing technology workshop or backup support
- Assisting with the recycling of old library technology

QUALIFICATIONS:

- Comfortable with:
 - Windows 7 and 10 or MAC OS
 - Microsoft Office 2016, Open Office or LibreOffice
 - Android and iOS-Apple operating systems and devices (phone & tablet)
- 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 for customer service expectations and library technology services including OverDrive, RGDigital and Hoopla
- Participate in a 2 session observation period during our Computer Training 1:1 service and may be asked to attend periodic training session for updates.
- Must have an active library card and public computer access