

Position Title: COMPUTER ASSOCIATE

Department: Adult Services

FLSA Status: Non-Exempt

Reports To: Adult Services Manager

Last Revision: October 2018

Grade: 8

POSITION SUMMARY

Euclid Public Library is committed to our mission of Excellence, Professionalism, and Learning, so that we can live our vision of being the gem of the community, while always supporting our values of literacy, creativity, innovation, customer service, respect, collaboration, and fiscal responsibility.

The Computer Associate assists in accomplishing this mission by developing and conducting computer training, providing computer technical services and providing reference services to all patrons.

POSITION DUTIES:

75% Public Service

- Assists patron in using library equipment
- Assists patrons with technical/help desk support
- Assists with maintaining computers and troubleshoots computer and printer related problems
- Establishes and maintains order in the adult computer area of the library
- Instructs patrons in using computer software applications and electronic resources
- Maintains paper supply in library equipment for public use in Adult Services
- Will be required to work public service points as assigned, which includes answering reference questions and locating library materials for patrons

15% Programming

- Conducts programs for end-users
- Develops and organizes computer classes for the public
- Instructs on information search and retrieval

5% Collection Development

- Assists with maintaining assigned areas of the collections as directed by a librarian
- Displays and promotes library material

5% Miscellaneous

- Acts as a liaison with the Technology Department
 - Alerts supervisor to problems encountered in work routines
 - Attends meetings and serves on committees
 - Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
 - Participates in the Strategic Planning process
 - Performs additional duties and assignments, as requested
-

QUALIFICATIONS:

Education, Training and/or Experience

- Bachelor's degree or an equivalent combination of education, training and experience. Experience in teaching computer skills preferred.

Knowledge, Skills, Abilities and Personal Characteristics

- Ability to arrange items in alphanumeric and/or subject order
- Ability to follow oral and written instructions and to maintain accurate records
- Ability to prioritize work, engage in a variety of tasks simultaneously and consistently meet deadlines.
- Ability to read and understand technical manuals, online documentation and computer specifications
- Ability to tactfully and effectively communicate with patrons and staff in a personable and professional manner
- Ability to interact with persons of various social, cultural, economic and educational backgrounds for the purpose of providing professional service.
- Ability to prepare and conduct programs
- Ability to present material in an informative and engaging manner
- Ability to work effectively with current and emerging technologies
- Knowledge of a wide range of books and authors*
- Knowledge of bibliographic databases, CLEVNET system, Dewey Decimal Classification System*
- Knowledge of the American Library Association Bill of Rights*
- Knowledge of Core Competencies required for position*
- Knowledge of Health and Safety requirements*
- Knowledge of library services, policies and procedures*
- Proficient with Microsoft Office, Internet applications and computer hardware and software
- Proficient with print and online resources; including searching skills, email, websites, databases and online operating systems*
- Understanding of patron confidentiality requirements and ethics responsibilities under Ohio law*

** May be acquired after hire*

PHYSICAL DEMANDS:

Work requires light physical effort including standing, walking, and lifting of materials of one to ten pounds. Requires the ability to operate business office and library equipment; the ability to communicate and exchange information, collect, compile and prepare work documents, set up and maintain work files; provide service to patrons in a timely manner.

WORKING CONDITIONS:

Good working conditions - occasionally subjected to poor physical or environmental conditions and/or occasionally subjected to health and safety hazards. There is daily use of a computer. Position requires the ability to work a flexible schedule, including evenings and weekends, and requires periodic participation and attendance at library events and meetings.

EMPLOYEE ACKNOWLEDGMENT

I have read this position description and discussed it with my supervisor.

Employee

Date

Supervisor

Date