



**FACT SHEET FOR COMPUTER CENTER ASSISTANT
(10 hour per week part-time position) 9/2017
High school diploma or equivalent required**

**Note: We will only accept official library applications. No résumés, please.
Applications must be turned in to Jeff Collins by noon on Friday, September 15, 2017.
This position is open until filled.**

RESPONSIBILITIES

The primary responsibility of the Computer Center Assistant is to ensure that library patrons have a positive experience utilizing the Computer Center. In many ways the position is more about working with people than working with computers.

The individual in this position will assist library patrons as they utilize the computers, software and sign-up/print software in the Computer Center. This includes instructing patrons in how to sign-up for a workstation; how to get started once the workstation is assigned to them; how to print; how to add money to their library card account; beginning internet instruction; instruction on search strategies; and basic instruction on the use of many computer programs available, including Microsoft Office products and a variety of databases. Patrons' knowledge ranges from someone who has never used a mouse to individuals highly skilled in database searching and computer usage. Patrons' dispositions range from the very pleasant to those who are rude and demanding or from those who are easy to instruct to those who may have difficulty understanding how to use a computer.

The person in this position will be expected to troubleshoot basic hardware and software problems. This can often be the most stressful aspect of the position as patrons can become frustrated or agitated if hardware or software does not work as expected. The Computer Center Assistant must be comfortable problem-solving with many people in a close small space.

In addition, the individual in this position is expected to: keep the Computer Center tidy, neat and clean; handle patron complaints in a calm and professional manner; keep accurate statistics; and keep coworkers and management informed of ongoing problems or concerns.

The person in this position is responsible for ensuring that patrons comply with the library's Internet Policy and Code of Conduct Policy while still meeting the library's high standards for customer service. This includes monitoring usage by patrons, as well as approaching patrons who are not following policy to ensure compliance. An assigned Manager on Duty (MOD) is always available to assist and a security guard is scheduled in the evenings and weekends.

The individual in this position will also assist with various projects, including data entry, adding donated books, and other tasks that are appropriate to work on during slow times on a public service point. This position may involve work during weekdays, evenings and weekends. The schedule is subject to change for the needs of the library. **Library personnel must be willing to work any hours the library is open and also before hours for general staff meetings and staff in-service days.** Library hours are currently Monday – Thursday 10:00 a.m. to 9:00 p.m., Friday and Saturday 10:00 a.m. to 6:00 p.m. and Sunday 1:00 p.m. to 5:00 p.m. See below for a sample schedule.

QUALIFICATIONS

The successful candidate is one who is able to work quickly yet accurately and enjoys working with people. Attention to detail, the ability to quickly adapt to change and problem-solving skills are also required. Retail or fast food experience are helpful. The ability to work independently yet thrive in a team environment is essential to success. The individual in this position must be able to lift boxes of materials and supplies, as well as push/pull carts full of books and other library materials.

REMUNERATION

The starting salary for this position is \$12.25 per hour.

SCHEDULE

All employees are scheduled to attend monthly staff meetings. General staff meetings are usually held once a month from 9:00 a.m. to 10:00 a.m. The library expects all employees to be willing to work anytime the library is open or any time before or after hours as necessary for the position. The schedule is subject to change for the needs of the library. The central library is open Monday – Thursday 10:00 a.m. to 9:00 p.m., Friday and Saturday 10:00 a.m. to 6:00 p.m. and Sunday 1:00 p.m. to 5:00 p.m.

SAMPLE OF SCHEDULE. Note: there are two possible schedules for this position.

10 hours per week		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	6-9 (3 hrs)	OFF	OFF	OFF	6-9 (3 hrs)	OFF	OFF
2	6-9 (3 hrs)	OFF	OFF	OFF	OFF	OFF	10-6 (7 hrs)	OFF
3	6-9 (3 hrs)	OFF	OFF	OFF	OFF	OFF	10-6 (7 hrs)	OFF
4	6-9 (3 hrs)	OFF	OFF	OFF	6-9 (3 hrs)	OFF	OFF	1-5 (4 hrs)
5	6-9 (3 hrs)	OFF	OFF	OFF	OFF	OFF	10-6 (7 hrs)	OFF
6	6-9 (3 hrs)	OFF	OFF	OFF	OFF	OFF	10-6 (7 hrs)	OFF

10 hours per week		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	6-9 (3 hrs)	OFF	OFF	OFF	OFF	OFF	10-6 (7 hrs)

BENEFITS

Employees pay into Social Security. This position carries no holiday pay, vacation leave or sick leave. A prepaid legal services agreement is available at the employee's expense. Library employees may join the YMCA without an initiation fee. Employees may join the Cheyenne-Laramie County Employees Federal Credit Union. No other benefits are offered.

LCLS is an equal opportunity employer. We support and adhere to the tenets of the Americans with Disabilities Act. LCLS is an at-will employer. LCLS provides a drug-free workplace for its employees in accordance with the requirements of the US Drug-Free Workplace Act of 1988.