

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
COMPUTER CENTER ASSISTANT	NON-EXEMPT
<b>Division</b>	<b>Pay Grade</b>
COMPUTER CENTER & CATALOGING SERVICES	20

**JOB SUMMARY**

The primary responsibility of the Computer Center Assistant is to provide exceptional customer service while assisting patrons using computers. This ranges from teaching someone to access the Internet for the first time to simple instructions on how to get into Microsoft Access and out again.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets library users at their point of need.
4. Assists patrons signing up for computers.
5. Assists patrons with guest passes, paying for printing and adding money to their accounts.
6. Assists patrons with using the computer.
7. Enforces Code of Conduct and Internet policies.
8. Keeps Computer Center neat and orderly.
9. Troubleshoots basic problems with computers, seeking assistance from other divisions when necessary.
10. Works on assigned tasks when usage is slow or patrons are not in need of assistance.
11. Recommends ways to improve Computer Center to Manager, Computer Center & Cataloging Services.
12. Works Greeter Desk as assigned.
13. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- High School diploma; and
- 2 years of relevant experience; or
- The equivalent combination of education and experience.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent problem solving skills.
- Proficiency with a variety of software programs including Internet, email, word processing, and spreadsheets.
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to work independently yet thrive in a team environment.
- Ability to follow instructions.
- Good time management and self-motivation skills.

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- Ability to work flexible work schedules including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.

**REPORTING RELATIONSHIPS**

Reports to: Manager, Computer Center & Cataloging Services

Supervises: None

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and stacks of material from one location to another.

**LATEST REVISED DATE 8/17**