

## Sample Position Description

**Title:** Technology Helper

**Department or Team:** Reference Department

**Responsible to:** Reference Department Director

**Works With:** Reference Department staff (paid and volunteer) and library patrons

**Description of Role:** This position teaches library patrons to use computers, access the internet wirelessly, use the internet, and use computer software. This training provides a much-needed service to the library by assisting patrons, and to the community by increasing patron's technology skills and general computer literacy. This position offers the opportunity to meet new people, help others, and work in a pleasant environment.

### Primary Responsibilities:

- Provide individual help to patrons using library computer work stations.
- Assist patrons using the library catalog and the internet.
- Assist patrons in using Microsoft software and other specialized software.
- Help patrons use other library machines such as copiers, printers, and checkout machines.
- Refer patrons to Librarian as needed.
- Inform Librarian of any issues or problems with library machines.

### Secondary Responsibilities:

- Be responsive and courteous to library patrons.
- Comply with Library dress code for volunteers – see Volunteer Handbook for specific information on the dress code.
- Sign in to and out of volunteer log book at the start and end of each shift.
- Keep the Volunteer Coordinator up-to-date with personal and emergency contact information.
- Report any concerns to Librarian.

### Skills/Qualifications Needed:

- Patience
- Good verbal communication skills
- Enjoys working with others
- Willing and able to follow directions
- Experience in using Microsoft Internet Explorer, internet search tools, and other Microsoft software programs.

**Desired Experience:**

- IT professional or strong computer generalist.
- Previous experience teaching others to use technology.

**Training:**

Up to 6 hours of training and orientation will be provided, as well as additional training in use of the library catalog and specialized software.

**Time Commitment:**

Two or more hours per week with a minimum of a six month commitment.