Job Description

Title: Computer Room Monitor/ Circulation Clerk (Part time)
Dept: Searcy Public Library
Reports to: Searcy Branch Manager
Effective Date: 2018

General Position Summary:

The computer room monitor is a customer service representative of the library for those using the public access computers. They provide one on one reference assistance as needed for a range of issues in the retrieval of information. They must manage the use of terminals particularly when all units are full to allow for fair and orderly use and ensure compliance of the computer use policy. They also perform basic clerical duties in the management of patron sign ins, collection and recording of payment for copies and other computer use related items, and other daily recordkeeping tasks associated with this library service. They will also perform some materials circulation duties to assist with overflow traffic at the circulation desk. They may also provide some reference assistance over the phone, creating and updating library calendars, and meeting room scheduling.

Essential Duties/ Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include specific tasks an incumbent may be expected to perform.

1. Assist patrons, as needed and as workflow allows, to log on and/or retrieve information.
2. Resolve minor technical issues with hardware/software of the computers.
3. Collect and record monies for copies made and from sale of other computer use accessories.
4. Assist patrons, as needed, with checking in and checking out library materials.
5. Answer phones and provide over the phone reference service to library patrons.
6. Straighten the public computer area periodically and perform some janitorial work, as needed, to maintain a clean orderly environment for visitors using the public computer areas.

Secondary Duties:
Perform other library duties as time and workflow allows. This may include creating and updating the library calendars, scheduling the meeting room, shelving materials, or other clerical duties as assigned.
Communication:

Contacts are normally made with Library employees and patrons. Contacts are frequently initiated by a third party, frequently are made on the incumbent’s own initiative and regularly are made at the supervisor’s request. The position has a requirement to interact with patrons frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:
The position operates from established procedures. The job involves a moderate degree of complexity according to the complexity or uniqueness of patron’s reference needs. The position operates independently with minimal supervision. Decisions are made within specific organizational policy constraints/guidelines.

Accountability:
The position encounters frequent interruptions and maximum flexibility is required. The position makes decisions that have impact within own work unit.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associates Degree or Equivalent
- Some work experience in public service

Necessary Knowledge, Ability, and Skills:

- Working knowledge of Windows operating system
- Working knowledge of commonly used software such as Microsoft Office and other commonly used computer applications
- Knowledge and experience in customer service techniques in a wide variety of situations with a diverse patron population
- Working knowledge of library procedures and policies specifically related to public computer use

Ability to:

- Resolve patron complaints and handle difficult situation involving patrons in the computer room.
- Read, speak, write, and understand the English language.
- Develop and maintain positive relationships with staff and patrons.
- Communicate effectively with a diverse population.
Skill in:
- The use of computer software and hardware as well as email and the Internet
- Listening to, understanding, and interpreting information received for employees and patrons.
- Assessing situations/problems and logically finding solutions.

PHYSICAL DEMANDS

The position requires sitting for long periods, keyboarding, talking, reaching, handling, grasping, hearing, and repetitive motions of hands/wrists. It also requires close and distance vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a library environment. Extensive close work (eyestrain) and extensive PC monitor work are required. Works a varied schedule that will include evenings and weekends. There may be some exposure to angry or hostile individuals.

Approval: ________________________________
Branch Manager

__________________________
Library Director

Employee:__________________________ Date: _____________