

## **Job Description**

**Title: Computer Lab Monitor**

**Dept: Janett and Larry Crain Memorial Library**

**Reports to: Branch Manager**

**Effective Date: 2025**

### 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 may also provide some reference assistance over the phone.

### 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. Prepare daily record keeping ledgers for patron sign-ins and fee collection.
2. Provide reference assistance to patrons, as needed and as workflow allows, for logging on and/or retrieving information.
3. Resolve minor technical issues with hardware/software of the computers.
4. Collect and record monies for copies made and sale of other computer use accessories.
5. Monitor computer use to ensure appropriate use according to policy. This also involves monitoring the schedule of patron use.
6. Answer phones and provide over the phone reference service to library patrons.
7. Keep the computer room area and equipment neat and orderly, cleaning as necessary to maintain a safe welcoming environment for computer room visitors.

### Secondary Duties:

Perform other library duties as time and workflow allows. This may include some circulation duties, assisting with closing duties on the first floor, or other clerical duties as assigned.

### Communication:

Contacts are normally made with Library employees and patrons. 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:

- Bachelor's Degree or Equivalent Experience
- 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: \_\_\_\_\_