

DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Computer Helper

DEPT: Volunteer Services – Public
Services Administration

REPORTS TO: Volunteer Services Manager
Branch Manager

DATE: 5/2017

BASIC FUNCTION: This volunteer opportunity is responsible for providing assistance to Library patrons by assisting with basic computer functions within in the library.

ESSENTIAL DUTIES:

1. Assists with set-up and clean-up of program room, equipment, and other materials.
2. Answers basic technological questions asked by patrons.
3. Greets individuals as they arrive for a computer session.
4. Counts and records the number of participants at computer session for statistical purposes.
5. Distributes and collects program evaluations for the library presenter.
6. Assists staff teachers by helping patrons stay on track.
7. Assists patrons with logging onto and printing from the PC Reservation system.
8. Cleans computer monitors and keyboards as needed.
9. Refers patrons to Library staff when needed.

COMPETENCIES: To successfully serve as a volunteer Computer Helper, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving to volunteer assignment work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library professionally when dealing with staff, managers, vendors, contractors, colleagues and members of the public.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position. Exhibits objectivity and openness to others views.

Initiative: Prioritizes and plans assigned activities. Uses time efficiently. Asks for and offers help when needed. Informs supervisor of problems or concerns.

Organizational Support /Ethics: Demonstrates support for ALA's Code of Ethics and DML's Material Selection Policy. Follows Library policies and procedures; meets requirements stated in the Volunteer Handbook.

Safety and Security: Observes safety and security procedures. Reports potentially unsafe conditions. Uses equipment and materials properly.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.

Performs other duties as assigned.

QUALIFICATIONS:

Communication Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to speak effectively when addressing individuals and apply active listening skills. Ability to communicate effectively when dealing with staff and patrons.

Education and experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

Equipment, Tools and Materials: Ability to use computer equipment and standard office equipment required.

Physical Requirements: Ability to periodically bend, lift, reach, turn, hold, carry, grasp, walk, stand, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours. General knowledge of Microsoft Office Products (MS Excel, MS Powerpoint, MS Publisher, MS Word) and Windows 7 operating system.

*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.