



VOLUNTEER POSITION GUIDE

TITLE: JACOBS TECHNOLOGY CENTER COMPUTER CENTER ASSISTANT

SCHEDULED HOURS: Minimum of three consecutive week day hours one day a week.

SUPERVISOR: Computer Center Coordinator

PURPOSE: To help further the Public Computer Center's mission to provide computers that patrons may use on a self-serve basis and to assist Computer Services in daily responsibilities.

THE PERSON IN THIS POSITION WILL BE RESPONSIBLE FOR

- Assisting patrons in the use of PCs and Macintosh computers
- Scheduling time for computer use for patrons over the phone and in person
- Checking in and troubleshooting circulating software and CD ROMs
- Clerical work, inventory tasks
- Assisting in computer workshops

DESIRED QUALIFICATIONS AND SKILLS

- Broad computer skills and knowledge
- Ability to interact well with the public and ability to express oneself effectively
- Ability to follow oral and written instructions
- Be service oriented with a desire to actively support the Chester County Library through volunteer service

TRAINING

- The Computer Center Coordinator will provide a one-to-one orientation at the time of placement.
- On-the-job training will be provided.