

**ROLLING MEADOWS LIBRARY**  
**Job Description**

**Job Title:** Technology Assistant  
**Department:** Reference Services  
**Reports To:** Director of Reference Services  
**FLSA Status:** Non Exempt  
**Approved:** 12/2014

**SUMMARY**

This position is responsible for assisting library patrons in the basic use of the public access computers, printers, scanners, microform reader/printers, and copying equipment. This includes basic troubleshooting and basic maintenance, for example, clearing paper jams, refilling paper in printers and copiers, rebooting computers, and cleaning monitors and keyboards.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Routinely visits all public service areas in the Library and offers assistance to those patrons who appear to need help with using software or with hardware
- Routinely checks all computers and copy machines in public areas to make sure they are clean and functioning properly
- Assists patrons in basic Internet and online searches. Refers to librarians those patrons requiring assistance with automated reference products and with detailed Internet and online searches
- Assists patrons with assistance in the use of word processing software and other products on the public computers
- Fills all public printers and copy machines with paper and toner
- Properly shuts down all public computers and copy machines
- Cleans public computer keyboards and monitors

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Minimum of one year of high school or equivalent.

**LANGUAGE SKILLS**

Ability to effectively present information and respond to questions from patrons and general public.

**REASONING ABILITY**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS AND ABILITIES**

- Experience with personal computers
- Knowledge and skill in the use of the Internet
- Knowledge of word processing, spreadsheet, and database management software
- Knowledge of public service areas computer use procedures
- Ability to work effectively and pleasantly with library staff and library patrons
- Possess good interpersonal skills and ability to work without direct supervision

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, it is necessary to listen to and talk with patrons and staff members. The employee is regularly required to sit for long periods of time and is occasionally required to stand for long periods of time. The employee is occasionally lifts and/or moves up to 25 pounds. The employee must also stoop, kneel, and crouch. Specific vision abilities required by this job include close and distance vision.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.