



JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

JOB TITLE: Computer Lab Assistant

EXEMPTION STATUS: Non-Exempt

JOB CATEGORY: Service Workers

BARGAINING UNIT: Non-Supervisor

GENERAL SUMMARY:

Under general supervision, interacts with a wide variety of external and internal customers to perform work in support of general library operations by providing users with software assistance in the use of computers, peripheral equipment, and applications; answers routine customer questions; teaches customers how to use library equipment; participates in library training classes and programs; and performs a variety of transactional duties in accordance with established policies, procedures, and practices. Typically reports to management-level Library Operations position.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Essential Duties & Responsibilities of Library Aide I plus:

1. Schedules customer use of computer lab equipment.
2. Assists staff and customers with basic assistance in computer equipment and software application use.
3. Provides instruction in the utilization of library resources including printers, copiers, return machines, self-checks, scanners, etc.
4. Monitors Library District equipment for functionality, damage, tampering, or loss.
5. Helps plan and participate in outreach, computer classes, and library programming.
6. Interacts with customers, district-wide staff and management, outside agencies, and other libraries extensively over the telephone, in person, and via email.
7. Operates intermediate Integrated Library Systems (ILS) and library resources including printers, copiers, return machines, self-checks, scanners, etc.
8. Performs other duties as assigned.

CORE COMPETENCIES:

Competencies of Library Aide I plus:

- MS Office suite and general computing software and equipment (intermediate)
- PC Reservation software
- Cash register and cash handling (basic)
- Clerical and record-keeping (basic)
- Video conferencing (Intermediate)
- Automated library systems
- Integrated Library Systems (ILS)

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- **EDUCATION:**

Required: High School Diploma, General Equivalency Diploma (GED), or equivalent.

Preferred: N/A

- **EXPERIENCE:**

Required: One (1) year user support or customer service experience in trouble-shooting and assisting computer users on personal computer software operations and associated peripheral equipment; OR completion at least one (1) year of formal computer training classes from an accredited college or university, or possession of relevant Microsoft certifications.

Preferred: N/A

- **PHYSICAL REQUIREMENTS:** Although work is performed in a library setting, a limited amount of walking or standing is often necessary to carry out job duties. Tasks may involve frequent walking, standing, bending, reaching, stooping, and some lifting and carrying of objects of moderate weight (20-50 pounds).

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

KSAs of Library Aide I plus:

- Knowledge of basic public library principles, practices, and techniques.
- Knowledge of personal computers, and of scanners, projectors, laser/inkjet printers, and other associated peripheral equipment.
- Knowledge of software applications associated with computer lab equipment.
- Ability to exercise decision-making skills in dealing with customers and their accounts, including the collection and accounting of fines and fees.

- Ability to troubleshoot basic computer software and hardware issues.

DEVELOPED: July 1, 1995

UPDATED: April 23, 2025