

York County Library System

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JOB ANNOUNCEMENT

Title: Programming Assistant

Supervisor: Adult Services Librarian

Classification: Full-Time/Non-Exempt- 40hrs/wk

Department: Information Services

Individuals Supervised: None

Schedule: Varies

Specific Education:

Must have an Associate Degree in Computer Technology or equivalent.

Experience Requirements:

At least 2 years' experience working with computers and media devices, software applications such as Microsoft Office, online alternatives, and performing Internet searches. Experience PC hardware, trouble-shooting and repairing. Must also have experience providing customer service and assisting customers with their computer needs.

General Requirements:

Must enjoy being a team player and providing excellent customer service to a diverse population of all ages. This position requires someone who has strong communication skills and who is truly enthusiastic about helping others. It is important that the candidate be dependable, a self-starter and proficient using computers and performing other research-related duties. Must have a valid Driver's License and reliable transportation.

Physical Requirements:

1. Must be able to lift up to 30 pounds from ground level to waist level and be able to bend, squat, and kneel occasionally throughout work shift.
2. Must be able to push a cart that weighs up to 100 pounds.
3. Required to perform simple grasping and fine manipulation tasks with both hands, and requires acceptable corrected vision (in both eyes) and acceptable corrected hearing.
4. Depresses computer keyboard keys and use of mouse.
5. Pick up and holds and lays down handset of telephone.
6. Must be able to reach, lift, and stretch throughout the work day.
7. Clear and comprehensible speech required to communicate adequately in performance of this job.

Duties and Responsibilities:

1. Performs duties related to providing customer service in the Information Services department including creating member accounts, check in and check out, locating materials, informing and enforcing library policies and rules, shelving materials, handling payments and money, performing research, and keeping staff and public areas neat, clean, and organized.
2. May assist with photocopying and preparing promotional materials and forms used by staff.
3. Assists in implements and making recommendations to Adult Services and Information Services that will improve customer services.
4. Provide customer diagnosis and recommendations for hardware and software technology issues (PC, Laptops, Tablets, Smartphones, MP3/MP4 Devices, e-Readers).
5. Assist patrons with step-by-step help for them to better understand how to use their device(s).
6. Documents library programming and events including, but not limited to, attendance, type of program offered, clientele, questions asked, exemplary areas, and room for improvement.
7. Travel to York County Libraries to train and assist employees and patrons on technology including social media, devices, and software.
8. Participate in continuing education on current and emerging technology.
9. Assist Adult Services Librarian (and other library staff) with the creation and execution of programming for the library.
10. Help to maintain assigned collections.
11. Other duties and projects as requested by the Director of Information Services.

If you are interested in this position please send a resume, cover letter, contact information for three professional references and a salary history to:

cmckowen@yorklibraries.org by September 15, 2014.

The York County Library System is an Equal Opportunity Employer (EOE). All employees are required to obtain a Child Abuse History Clearance and a Criminal Record Check.