



JOB ANNOUNCEMENT

POSITION INFORMATION

Title: Senior Library Assistant
Supervisor: Adult & Information Services Librarian
Location: Martin Library/York County Libraries
Classification: Full-Time / Non-Exempt
Department: MML Information Services
Hours: 35 Hours Per Week
Schedule: Mon 11:30-7:00, Tue 9:30-5:00 Wed 9:30-4:30, Thu 9:00-6:00, 1st, 3rd, 5th Friday 9:30-5, 2nd, 4th Sat 9:30-5
One night a week and 2 Saturdays a month. Will need to travel one day a week

GENERAL DESCRIPTION

The Senior Library Assistant will aid a diverse population of patrons in using library resources. These resources include, but are not limited to: printed materials, digital media, online databases, internet searches, faxing, copying, and printing. Travels to all libraries within York County Library System to give one-on-one assistance to patrons and staff in resolving technology issues. Travel required one day per week within York County. The Senior Library Assistant also performs the day-to-day functions of the Information Services department including information requests.

EDUCATION & EXPERIENCE REQUIREMENTS

- Must have a bachelor's degree from an accredited university (or equivalent).
- A minimum of 2 years' experience customer service
- Experience troubleshooting computers and media devices
- Experience providing customer service in a public library setting is preferred.
- Child Abuse clearance, Pennsylvania Criminal History Check, FBI Criminal Record Check and Mandated Reporter Training is required.

GENERAL REQUIREMENTS

Candidate 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 has the ability to effectively communicate to a wide variety of audiences with differing skill levels. It is important that the candidate be dependable, a self-starter, and work with minimal supervision. Candidate must have a valid Driver's License and reliable transportation.

PHYSICAL REQUIREMENTS

- 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.
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to stand and/or walk up to four hours at a time.
- Must be able to sit for up to four hours at a time.

DUTIES AND RESPONSIBILITIES

- Performs direct customer service duties, including use of ILS, information requests and monitoring the Computer Lab.
- Trains staff, volunteers and the public on use of library digital and physical resources and technology including social media, devices, and software.
- Creates needed flyers or brochures using Canva. Creates training blog posts.
- Travels to all York County Libraries, assists patrons with diagnosis and step-by-step recommendations for hardware and software technology issues (PC, Laptops, Tablets, Smartphones, MP3/MP4 Devices, e-Readers and emerging devices).
- Stays abreast of emerging technology and trends and creates fact sheets for review
- Help to maintain assigned collections and performs collection maintenance tasks.
- Enforces library regulations and policies, as required. Completes Incident Reports in a timely manner.
- Troubleshoots and reports hardware, software, and printer issues as necessary.
- Performs opening and closing duties.
- Performs additional duties and special projects as requested.

ADDITIONAL INFORMATION

If offered the position, the offer will be contingent upon the candidate completing and submitting the following documentation prior to the start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment. Volunteer clearances will not be accepted.

- Pennsylvania Child Abuse Clearance
 - <https://www.compass.state.pa.us/CWIS/Public/Home>
- Pennsylvania Criminal History Record
 - <https://epatch.state.pa.us/>
- Federal Criminal History Record
 - https://www.pa.cogentid.com/index_dpwNew.htm
- Mandated Reporter Training Certificate
 - <https://www.reportabusepa.pitt.edu>

York County Library System supports workplace diversity and is proud to be an Equal Opportunity Employer.

If this position matches your interests and qualifications, please visit www.yorklibraries.org/apply to complete an employment application.
