



JOB DESCRIPTION

POSITION INFORMATION

Title:	Programming Assistant	Supervisor:	Adult & Information Services Librarian
Location:	Martin Library/York County Libraries	Classification:	Full-Time/Non-Exempt
Department:	ML Information Services/YCLS Services	Hours:	40 hours per week
Schedule:	Flexible; 8 hour shifts Monday – Friday; Saturday Rotation 8:30am – 5:30pm (generally 1 Saturday a month)		

GENERAL DESCRIPTION

The Programming Assistant will provide assistance to 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. The Programming Assistant will also assist in the day-to-day functions of the Information Services department – checking in/out materials, shelving books, opening/closing duties, creating/updating patron records, etc.

EDUCATION & EXPERIENCE REQUIREMENTS

- Associate's Degree or equivalent education and experience
- 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

Martin Library Information Services

- Assist patrons in utilizing computer software and e-resources to meet their information needs. Refers complex information requests to specialists or librarian.
- Assists in the organization and merchandising of the reference and non-fiction collections, including the Staff and Archive area.
- Performs opening and closing duties.
- Assists patrons with locating library materials by using the ILS system and directing them to appropriate location of materials.
- Assists with monitoring the use of the Computer Lab.
- Informs customers of Library policies and rules and enforces these.
- Troubleshoots and reports hardware, software, and printer issues as necessary.
- Make recommendations for improvement of customer service.

- Creates and updates patron records in the ILS, collects fees, and uses the cash register software to track all transactions.
- Other duties and projects as requested by the Adult Services Librarian.

York County Library System Libraries

- At all York County Libraries locations, assist patrons with diagnosis and step-by-step recommendations for hardware and software technology issues (PC, Laptops, Tablets, Smartphones, MP3/MP4 Devices, e-Readers).
- Assist patrons in better understanding on how to use their device(s).
- assist employees on technology including social media, devices, and software.
- Serve as a main point of contact for software vendors
- Document and report statistics related to library programming and events.
- Stay abreast of emerging technology and trends
- Assist Adult Services Librarian (and other library staff) with the creation and execution of programming for the library.
- Help to maintain assigned collections.
- Provides additional support 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.
