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American with Disabilities Act (ADA)

CHESTER COUNTY LIBRARY
& DISTRICT CENTER
AND HENRIETTA HANKIN BRANCH



Requisition# 01156
Title PT Library Assistant – Jacobs Technology Center
Department Chester County Library
Location 450 Exton Square Parkway, Exton, PA

The Chester County Library and District Center is accepting applications for a Library Assistant Part Time. This position is responsible for staffing the public desk of the John W. Jacobs Technology Center, answering in-person and telephone informational and directional questions from library customers. This position has extensive contact with the public.

Job duties including but not limited to:

- Respond to library customers' problems with computers and computer software including; printing, scanning, saving and sending documents, completing and submitting online forms and applications, and internet search.
- Provide basic instructions to users on equipment operation and general software use.
- Troubleshoot and handle minor repairs of scanners and printers.
- Assist in public computer workshops.
- Set up equipment such as laptops and projector.
- Refer library customers to appropriate personnel for additional assistance when necessary.
- Demonstrate continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Monitor and maintain printer supplies and maintain inventory of hardware.
- Attend seminars, conferences, workshops, classes or lectures to enhance and maintain knowledge of trends and developments in technology services.
- Assist with enforcing library policies for patron behavior.
- Maintain John W. Jacobs Technology Center in a neat and orderly fashion.
- Respect others' ideas, abilities, time and priorities.
- Maintain a positive work environment and interact easily with a diverse work force and community.
- Assist in representing library at community functions and outreach events.
- Other projects and assignments as needed.

This position requires a proficiency in Windows, the Internet and MS Office. Knowledge of personal computer hardware and related software; some knowledge of mobile devices and related software and applications a plus. Candidates should have a strong commitment to public and customer service, problem-solving skills, enjoy assisting others to use and learn varieties of technologies, the ability to work independently, perform well under pressure with library customers of all ages and backgrounds, excellent oral and written presentation, communication and organization skills, teamwork, and flexibility. Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model; sit for varied lengths of time; and demonstrated creativity, initiative, and enthusiasm.

High School Diploma or GED required; some college credits a plus or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

All library positions require the following criminal background and child abuse clearances: Report of criminal history from the Pennsylvania State Police (PSP); Child Abuse History Clearance from the Department of Human Services (Child Abuse); and Fingerprint based federal criminal history submitted through the Pennsylvania State Police or its authorized agent (FBI).

Position Type: Part-Time / Non-exempt

Salary Information: \$10.00 per hour

Shift: Varies, including nights & weekends

Weekly Hours: 12

Deadline: Applications will be accepted until position is filled.

To apply, contact County of Chester Human Resources:
Apply online at www.chesco.org; Job Inquiries: 610-344-6698