JOB TITLE	Electronic Services, Sr. Assistant II
JOB CLASSIFICATION	Grade 220

HOURS PT (12-16 hours per week) Evenings and weekends required.

JOB REQUIREMENTS

Education/Experience
High School Degree or GED equivalent. Experience with computers and Internet required.

Knowledge/Skills
Must have a solid working knowledge of Microsoft Word, Excel and Windows 2000/XP. Knowledge of Microsoft PowerPoint, Publisher, Access, Windows Vista, and Office 2007 a plus. Must be able to assist customers in setting up web e-mail accounts and using them. Must be able to operate and troubleshoot equipment in Electronic Services area, including PCs, printers and scheduling system.

Must be able to interact with the public with friendliness, tact, and patience.

Working Conditions
Work is performed primarily in the library. Travel to occasional meetings outside the library may be required. Lifting, moving equipment, crawling, bending to check wiring is expected.

REPORTS TO Electronic Services Manager

POSITIONS SUPERVISED None

BRIEF JOB DESCRIPTION Assists patrons in the Electronic Services Area of Reference Services. Assists patrons to log into the PCs and in using software or e-mail. Also assists with PC, scheduling system and printer troubleshooting. Maintains supplies for this equipment and keeps statistics as needed.

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BRIEF JOB DESCRIPTION

Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite the public by serving as an active community center and premier knowledge provider. **This position helps accomplish that mission by: 1) helping patrons to use equipment provided by the library to produce their own documents, 2) helping patrons to use equipment provided by the library to copy information from library and Internet resources for their own personal use, and 3) ensuring the smooth operation of the Internet stations.**

DETAILED JOB DUTIES (WITH ESTIMATED % OF TIME)

1. Assists patrons in the use of the library's automated PC printing and scheduling system. (60%)

2. Provides general assistance in the usage of software on the personal computers. (20%)

3. Provides general assistance in the searching of the Internet. Aids patrons in establishment of free e-mail accounts and using the online catalog. (15%)

4. Handles registrations and cancellations for public computer classes. Makes confirmation calls to patrons registered for classes and those on waiting lists. Answers questions regarding public computer classes. (2%)

5. Maintains required statistics. (2%)

6. Performs miscellaneous related additional duties as needed by the library and assigned by the supervisor. (1%)

7. Serves as a positive member of the Reference Department Team by communicating effectively with Co-workers and supervisors and assisting them in the technological aspects of providing good reference service to the public. (Continuous)

 Essential Duties: 1 through 7

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WESTLAKE PORTER PUBLIC LIBRARY
PHYSICAL DEMANDS CHECKLIST

Title: Electronic Services Sr. Assistant II	*Date: 3/02*

PHYSICAL STRENGTH FACTORS:

Does this job require:

Lifting:	x	**If yes**, maximum weight is:	50
Pushing	x		
Pulling	x		
Carrying	x		
Reaching	x	:	
Above shoulders	x		
To floor level	x		
Gripping	x		

PHYSICAL MOBILITY FACTORS: **SENSORY/PERCEPTUAL FACTORS:**

Throwing		**HEARING:**	
Sitting	x	Conversation	x
Standing	x	Sounds	x
Walking	x	**VISION:**	
Climbing	x	Far	x
Stooping	x	Near	x
Bending	x	Color	x
Crouching	x	Depth	x
Kneeling	x	**PERCEPTION:**	
Crawling	x	Spatial	x
Twisting	x	Form	x
Balancing		Feeling	x

WORK ENVIRONMENT FACTORS:

Inside Work	x	Traveling	x
Outside Work		Working Alone	x
Hot/Cold		Working in a Group	x
Fumes		Interact with Public	x
HAZARDS:			
Machines	x	**OPERATE:**	
Electrical	x	Equipment	x
Sharp tools		Telephone	x
Slippery floors		Computer	x
Congestion			
Heat/cold			
Dust/vapor			

ACCESSIBILITY FACTORS:

Doors	YES	Bathrooms Public	YES
Aisles	YES	Drinking Fountain	YES
Tables	YES	Parking	YES
Telephones	YES	Staff Room	YES

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