

Montgomery County-Norristown Public Library

State-designated District Library Center Serving Montgomery County's 35 Local Public Libraries

1001 Powell Street, Norristown, PA 19401-3817 π Telephone (610) 278-5100 π Fax (610) 277-0344

The Montgomery County-Norristown Public Library seeks a flexible and reliable part-time employee to provide excellent customer service and technical support to the library community as part of its Computer Lab team. 19 hours per week including day time and evening hours, and Saturdays in rotation. This Support Staff 2 position is responsible for assisting the Electronic Resources Librarian (ERL) in the management and operation of the Computer Lab. In addition to functioning as the contact person in the absence of the ERL, key tasks are recordkeeping and instruction. Also, will be responsible for staffing the check-in desk of the Computer Lab when Support Staff or Volunteers are unavailable. Will assist Electronic Resources Support Staff, and Computer Lab volunteers. Will be familiar with other library departments and their functions as they relate to the operation of the Computer Lab.

Primary Responsibilities include, but not limited to:

- Staff the Computer Lab according to a schedule developed by the Electronic Resources Librarian including weekday and evening. There will be some Saturday hours, as needed.
- Teach several computer classes on a 14-week calendar rotation.
- Register users of the facilities according to established library procedures; provide new users with information about library policies and procedures, with special emphasis on the Internet Acceptable Use Policy.
- Provide one-on-one help to individual computer users. Monitor user's activity to insure compliance with the library's Internet Acceptable Use Policy.
- Collect usage statistics on a day-to-day basis.
- Maintain and clean items such as computer desk and chair surfaces, mouse and keyboard equipment.
- Assist the Electronic Resources Librarian during class sessions, as needed.
- Responsible for all recordkeeping for the Computer Lab. This includes maintaining accounting records for Lab funds intake, as well as daily Computer Class payments, compiling Computer Lab usage statistics, handling all supplies inventory and ordering, and administering the Volunteer hours.
- Develop class schedules and distribute as needed, maintain Computer Lab calendar, including staff meetings, class meetings, and other meetings as needed. This includes maintenance of meeting agendas and posting of the meeting notes.

Main Qualifications include, but not limited to:

- Must have completed at least one academic year of post-secondary school education or possess at least 5-7 years previous work experience.
- Thorough understanding of the operation of Windows computers and software programs is required. Must be proficient with the Microsoft Office package offerings of MS Word, MS Excel, MS PowerPoint, MS Publisher, and MS Access. To this degree should be able to instruct classes in these programs.
- Ability to communicate effectively, both orally and in writing, is essential, as is ability to interact pleasantly with general public and fellow library employees.
- Must have valid PA driver's license and ability to work at any of the library's locations.

Potential employment is contingent upon completion of the PA State Mandated Reporter Training, and submitting to employer within 60 days of date of hire the results of the following background checks: PA State Police Criminal History, Child Abuse History and FBI clearances.

If interested, please send a resume and a completed employment application to Asha Verma, Head of Readers Services, at averma@mclinc.org. To download the MC-NPL employment application visit <http://mnl.mclinc.org/employment/>. EOE