

POSITION: Computer Aide

Purpose of Position:	Monitor public use of library computers and provide one-on-one assistance to customers on basic computer and Internet use and word processing
Qualifications:	<ul style="list-style-type: none"> • Age 14 and older • Excellent oral communication skills • Bilingual a plus (Chinese, Farsi, Japanese, Spanish) • Organizational skills • A strong desire to work with and help people • Ability to work independently • Knowledge of basic PC and printer maintenance (i.e. rebooting, refilling paper) • Familiarity with the following programs: <ul style="list-style-type: none"> ○ Current Microsoft Windows OS ○ Microsoft Office Suite ○ Microsoft Internet Explorer
Responsibilities:	<ul style="list-style-type: none"> • Monitor public usage of specific computers • Basic computer troubleshooting and maintenance • One-on-one instruction with customers on: <ul style="list-style-type: none"> ○ Use of the Library's online system and the Internet ○ Basic "How to" use a computer and MS Office ○ Logging on to the EnvisionWare, patron time/print management software ○ How to add money to a library card to print ○ Saving files to an external drive
Training:	<ul style="list-style-type: none"> • Library orientation and training session and on-the-job training on: <ul style="list-style-type: none"> ○ Basic troubleshooting ○ Specific monitoring sign-in procedures ○ General maintenance of Library's public access computers ○ San Mateo Public Library's Internet Access and Use Policy
Time Commitment:	<ul style="list-style-type: none"> • One or two days a week, 2 hours each shift
Length of Commitment:	Minimum of six months
Site/Station:	San Mateo Main Library / Computer banks on 2 nd and 3 rd Floors
Reports to:	Information Desk Librarian on assigned floor during shift
Contact Person:	Kristen Erbst, Library Volunteer Coordinator - T: 650-522-7821 E: kerbst@cityofsanmateo.org
Apply Online:	Interested? Apply today at www.cityofsanmateo.org/volunteer

Donna Divodi, Citywide Volunteer Coordinator
Phone: (650) 522-7277
Email: ddivodi@cityofsanmateo.org



www.cityofsanmateo.org/volunteer

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