**POSITION:** Computer Aide

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<th>Purpose of Position:</th>
<th>Monitor public use of library computers and provide one-on-one assistance to customers on basic computer and Internet use and word processing</th>
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| Qualifications:      | • Age 14 and older  
• Excellent oral communication skills  
• Bilingual a plus (Chinese, Farsi, Japanese, Spanish)  
• A strong desire to work with and help people  
• Knowledge of basic PC and printer maintenance (i.e. rebooting, refilling paper)  
• Familiarity with the following programs:  
  o Current Microsoft Windows OS  
  o Microsoft Office Suite  
  o Microsoft Internet Explorer |
| Responsibilities:    | • Monitor public usage of specific computers  
• Basic computer troubleshooting and maintenance  
• One-on-one instruction with customers on:  
  o Use of the Library’s online system and the Internet  
  o Basic “How to” use a computer and MS Office  
  o Logging on to the EnvisionWare, patron time/print management software  
  o How to add money to a library card to print  
  o Saving files to an external drive |
| Training:            | • Library orientation and training session and on-the-job training on:  
  o Basic troubleshooting  
  o Specific monitoring sign-in procedures  
  o General maintenance of Library’s public access computers  
  o San Mateo Public Library’s Internet Access and Use Policy |
| Time Commitment:     | • 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 2nd and 3rd 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 online](http://www.cityofsanmateo.org/volunteer) |