

## **Public Technology Assistant –Behaviors**

1. Provides computer instruction and answers questions about the Internet and e-mail.
  - a. Moves around the computer and printing areas of the library, looking for customers who need assistance.
  - b. Makes eye contact with customers and gives a verbal greeting such as “Are you doing okay with the computer?”
  - c. Ascertains if customer has any other computer/equipment needs.
  - d. Analyzes customer’s questions to decide how to resolve their Internet needs.
  - e. Stays current with free e-mail services available and demonstrates knowledge of basic e-mail functions.
  - f. Teaches customers how to do a simple Internet search and use a mouse.
  - g. Demonstrates and explains how to paste an Internet page into a text based product like Microsoft Word.
  - h. Demonstrates knowledge of computer software programs by assisting customers with basic functions within the programs.
2. Explains policies, procedures, and rules and promptly refers customer to appropriate supervisor or department if patron is unsatisfied or situation is not resolved.
3. Troubleshoots computer hardware and software and equipment.
  - a. Reboots offline computers.
  - b. Helps customers with printing errors.
  - c. Responds to staff requests for troubleshooting of computers and equipment and gives a written response after resolving any computer issues in a timely manner.
  - d. Troubleshoots computer printing issues and consults with the Information Technology Specialist about unresolved issues.
  - e. Performs operational testing after maintenance procedures or repairs are completed.
  - f. Consults with the Information Technology Specialist about computer/equipment issues that need more extensive review.
  - g. Troubleshoots microfilm/fiche machine paper jam and toner issues and reports maintenance needs to the Reference supervisor.
4. Performs routine computer maintenance.
  - a. Maintains exterior and system care of patron computers using the information in the Computer Reference Guide.
  - b. Cleans exterior of computers, equipment and work area.
  - c. Runs system scans and purges temporary and cache files to reduce usage in memory and/or disk space.
  - d. Turns on and shuts down computers when available and notes any problems that need attention.
  - e. Performs routine checks on basic mechanical and electrical computer components including. keyboards, mice, and monitor and replaces those items as necessary.
5. Assists customers at the self-checkout machine, copier/fax, printers and PC reservation station, and microfilm/fiche machine.
  - a. Teaches customers how to copy and send faxes and how to check to see if a fax was sent.
  - b. Teaches customers how to make a reservation for a PC.

- c. Assists customers with their print jobs (including multiple print jobs).
- d. Teaches customers how to use the self-checkout machine for multiple formats including scanning and demagnetizing security on the items.
- e. Assists customers in loading, printing and operating the microfilm/fiche machine (or similar device).
- f. Demonstrates the ability to change toner, replace paper and remove paper jams in the microfilm, printer and copier equipment
- g. Schedules customers on computers using the PC reservation system.
6. Answers directional questions and computer questions related to the Public Technology Assistant behaviors, and refers non-directional questions to appropriate staff.
7. Photocopies items for staff on request.
8. Communicates effectively about computer and equipment issues with staff and customers when appropriate.
  - a. Keeps accurate written records about computer troubleshooting in a PC Reservation Notebook (or similar) accessible to all staff at each branch.
  - b. Shares written records about computer issues with the Information Technology Specialist and/or schedules a site visit.
  - c. Troubleshoots with staff by phone, and/or coordinates with Information Technology specialist if needed.
9. Demonstrates appropriate Customer Service skills.
  - a. Smiles and uses friendly verbal greetings and portrays a positive attitude and body language.
  - b. Courteously acknowledges customers that are waiting in line for help.
  - c. Converses in an appropriate manner; that is, does not conduct lengthy personal conversations when working in the public area.
  - d. Gives customer full attention while listening to request.
  - e. Asks open ended-questions to clarify customer's request.
  - f. Remains pleasant and calm when customers are upset, angry or hostile and promptly refers customer to an appropriate supervisor or department if needed.
  - g. Accepts all questions as valid and legitimate.
  - h. Paraphrases or summarizes customer's request to ensure mutual understanding.
  - i. Maintains customer confidentiality
  - j. Promotes/sells the library to the customer and uses the talking points when appropriate.
  - k. Consistently and correctly follows SMCL policies, procedures and guidelines.
10. Demonstrates good workplace behaviors.
  - a. Writes effective e-mails.
  - b. Reads memos, e-mails, and bulletin boards in a timely manner.
  - c. Willingly makes contributions with little direction and voluntarily starts projects.
  - d. Arrives at work on time.
  - e. Prioritizes work.
  - f. Demonstrates flexibility with schedules.
  - g. Works effectively under pressure and learns from previous mistakes.
  - h. Participates and contributes to any teams with a positive attitude.
  - i. Respects the abilities and differences of fellow staff and team members.

11. Attends continuing education workshops to further knowledge of technological improvements and changes by the library.
12. Assists customers in using the online catalog, locating materials, placing holds and interlibrary loans when information staff is unavailable.
  - a. Demonstrates knowledge about the contents of the library web-site and where to find the information it contains.
  - b. Assists customers with simple catalog searches. Refers complex catalog searches to the information staff.
  - c. Teaches customers how to place a hold for an item and helps with basic pin number information.
  - d. Teaches customers how to request an interlibrary loan and refers difficult requests to the information staff.
  - e. Refers customer to information staff to help find materials. When information staff isn't available, locates materials and takes customer to the appropriate shelf.
13. Follows work rules.

#### EXCEEDS STANDARDS GUIDELINES

##### Definition of EXCEEDS STANDARDS:

Substantially exceeds the standard consistently with little or no prompting. The following behaviors can be used as guidelines by supervisors when writing supporting comments for the rating of "Exceeds Standards."

This is by no means an exhaustive list. Supervisors and staff are encouraged to document additional examples of "Exceeds Standards" behaviors.

- a. Consistently completes own work and helps others maintain the quantity and quality of their work.
- b. Keeps assignments and jobs organized for high production.
- c. Wastes no time going to next task.
- d. Prepares ahead to maintain high quality and quantity of work.
- e. Regularly accepts extra projects as a challenge and accomplishes them promptly.
- f. Consistently submits ideas for improving quality of work.
- g. Actively seeks opportunities to enhance own areas of expertise.
- h. Consistently and correctly interprets policies and procedures and is able to apply them to new and difficult problems.
- i. Decisions made are clear-cut, supported by facts, and effects are fully considered.
- j. Plans are flexible enough to allow for unexpected priorities.
- k. Serves as a resource for department, branch or system.