

**Montgomery County-Norristown Public Library  
Position Description**

<b>Position Title:</b>	<b>Support Staff I</b>
<b>Supervisor:</b>	<b>Asha Verma, Readers Services</b>
<b>Department</b>	<b>Circulation</b>
<b>Number of Employees directly supervised</b>	<b>0</b>
<b>Fair Labor Standards Act status:</b>	<b>Non- exempt</b>

**General Responsibilities and Examples of Work**

The primary responsibilities of this position are to assist the Head of Reader's Services with the following:

- Marketing library services
- Publicity related to programs and services through social media
- Teen activities including Game Day

Will also perform regular Circulation Desk functions which include but are not limited to:

- Assisting patrons at the Circulation Desk
- Helping patrons using the photocopiers and other equipment
- Operating the telephone switchboard (answering incoming calls, routing calls to appropriate departments, etc.)
- Shelving and retrieving materials
- Entering, retrieving, and applying patron registration data in the library's automation system database
- Other clerical functions, such as typing correspondence, as required.

**Qualifications for Employment**

- Previous work experience of 0-4 years
- Must possess a high school diploma or equivalent
- Must have valid PA driver's license and the ability to work at any of the library's locations
- Must be computer literate, including competence with MS Office Suite and knowledge of professional use of social media
- Must have customer-service-driven attitude and recognize the need for and importance of confidentiality

**Physical Demands or Requirements**

*Strength/movement requirements*

- \*Able to stand and/or walk for 1-2 hours at a time*
- \*Able to sit for extended periods of time*
- \*Able to lift or move 20 pounds at a time*
- \*Able to use computer keyboards, telephones, and other standard office equipment*
- \*Able to reach and lift overhead, and bend or stoop to floor level*

*Manual/physical dexterity requirements*

- Able to manipulate keyboard of computer, typewriter or other office equipment*
- Able to manipulate mouse, pointing device or other input device*
- Able to manipulate data cables, cords, connections, or similar power and data devices*
- Able to manipulate pages of books, insert and remove disks, manipulate library materials*

*Communication requirements*

- Able to use telecommunication devices to hear and speak with staff and public*
- Able to see, understand and create written material*

Date revised/approved: January 2018