

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

Position Title:	Support Staff I
Job Classification & Department:	Children's Department
Supervisor:	Head, Children's Services
Number of Employees directly supervised:	0
Fair Labor Standards Act status:	Non-Exempt

Statement of Responsibilities

The Support Staff I in the Children's Department maintains the work of the circulation desk, greets patrons by phone and in person, checks on status of materials, registers patrons for library cards, and supports the Head of the Department and the other staff members with clerical and project-oriented tasks.

Organizational Relationships

Support Staff I works in conjunction with other departments to perform some technical services, refer patron questions and resolve circulation issues. Support Staff I makes and receives calls from other libraries requesting materials for patrons.

General Responsibilities and Examples of Work

Public service responsibilities

- Registers library patrons
- Resolves overdue and circulation issues
- Assists patrons with locating materials and logging onto computers
- Registers and enrolls children for library programs, including the Summer Reading Program
- Processes materials from Holds Request List
- Shelves materials
- Performs general maintenance of shelves in the department

Task or project oriented responsibilities

- Assists the Head of the Department and other staff members with programs and clerical oriented projects

Other duties as required.

Qualifications for Employment

Must possess a high school diploma or GED. Must be computer literate. Must have 1-4 years of previous work experience.

Must have a valid PA driver's license and the 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 30 days of date of hire the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check.

Physical Demands or Requirements (* indicates essential requirement)

Strength/movement requirements

- *Able to lift or move 40 pounds
- *Able to bend to floor level and/or reach overhead

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*Able to stand and/or walk for 3 hours at a time

*Able to sit for 2 hours at a time

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

9/9/2019