Montgomery County-Norristown Public Library
Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Support Staff II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor:</td>
<td>Head, Readers Services</td>
</tr>
<tr>
<td>Immediate Supervisor</td>
<td>Electronic Resources Librarian</td>
</tr>
<tr>
<td>Department</td>
<td>Computer lab</td>
</tr>
<tr>
<td>Number of Employees directly supervised</td>
<td>2</td>
</tr>
<tr>
<td>Fair Labor Standards Act status:</td>
<td>Non-exempt</td>
</tr>
</tbody>
</table>

This is a part-time position of 19 hours per week, spread over a Monday-Friday workweek (although some Saturdays will be assigned depending on staffing needs) with two evenings per week. The primary responsibility of this position is to assist the Electronic Resources Librarian in the management and operation of the Computer Lab. In addition to functioning as the contact person in the absence of the Electronic Resources Librarian, key tasks are recordkeeping and instruction. Also, will be responsible for staffing the check-in desk of the Computer Lab when Support Staff or Volunteers are unavailable. Will assist Electronic Resources Support Staff, and Computer Lab volunteers. Will be familiar with other library departments and their functions as they relate to the operation of the Computer Lab.

**General Responsibilities and Examples of Work**

**Staff supervision and training**
Supervise and assist the part-time Support Staff members and Computer Lab Volunteers. Train Computer Lab and other Library staff, verbally and in writing, as needed, on Computer Lab policies and procedures.

**Public service responsibilities**
- Staff the Computer Lab according to a schedule developed by the Electronic Resources Librarian including weekday and evening. There will be some Saturday hours, as needed.
- Teach several computer classes on a 14-week calendar rotation.
- Register users of the facilities according to established library procedures; provide new users with information about library policies and procedures, with special emphasis on the Internet Acceptable Use Policy.
- Provide one-on-one help to individual computer users. Monitor user’s activity to insure compliance with the library’s Internet Acceptable Use Policy.
- Collect usage statistics on a day-to-day basis.
- Maintain and clean items such as computer desk and chair surfaces, mouse and keyboard equipment.
- Assist the Electronic Resources Librarian during class sessions, as needed.

**Back Office Responsibilities**
Responsible for all recordkeeping for the Computer Lab. This includes maintaining accounting records for Lab funds intake, as well as daily Computer Class payments, compiling Computer Lab usage statistics, handling all supplies inventory and ordering, and administering the Volunteer hours.
Montgomery County-Norristown Public Library
Position Description

Develop class schedules and distribute as needed. Maintain Computer Lab calendar, including staff meetings, class meetings, and other meetings as needed. This includes maintenance of meeting agendas and posting of the meeting notes.

Qualifications for Employment

Thorough understanding of the operation of Windows computers and software programs is required. Must be proficient with the Microsoft Office package offerings of MS Word, MS Excel, MS PowerPoint, MS Publisher, and MS Access. To this degree should be able to instruct classes in these programs. Ability to communicate effectively, both orally and in writing, is essential, as is ability to interact pleasantly with general public and fellow library employees.

Must have completed at least one academic year of post-secondary school education or possess at least 5-7 years previous work experience. Must have valid PA driver’s license and 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 60 days of date of hire the results of the following background checks: PA State Police Criminal History, Child Abuse History and FBI clearances.

Physical Demands or Requirements  (* indicates essential requirements)

Strength/movement requirements

*Able to lift or move 20 pounds
*Able to bend to floor level and/or reach overhead
*Able to stand and/or walk for 2 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

Date revised/approved: 01/27/17