

CONSHOHOCKEN FREE LIBRARY
A Branch of Montgomery County-Norristown Public Library
JOB DESCRIPTION

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| Position Title: | Support Staff I |
| Job Classification & Department: | Conshohocken Branch |
| Supervisor: | Branch Manager |
| Number of Employees directly supervised: | 0 |
| Fair Labor Standards Act status: | Non-Exempt |

Statement of Responsibilities

The Support Staff I position in the Conshohocken Free Library, a branch of the Montgomery County-Norristown Public Library, greets patrons by phone and in person, checks in and out materials, shelves & retrieves materials, researches status of materials, registers patrons for library cards, processes fines and other fees using the cash register and supports the Branch Manager and the other staff with clerical and project-oriented tasks.

Organizational Relationships

Individuals employed in this position must be able to work in a small office setting where teamwork, flexibility and knowledge of library policies are essential. Performs some technical services, refers patron questions, and resolves circulation issues. Individual must be available to work in the main library, four branches, and bookmobiles.

General Responsibilities and Examples of Work

Public service responsibilities

- Answering telephone calls
- Opening and closing the library
- Registering library patrons for new library cards
- Resolving overdue and circulation issues
- Assisting patrons with locating materials
- Assisting patrons with material status, event registrations and reminders by phone
- Collecting fines and fees
- Checking books in and out, and placing reserves
- Assisting patrons with computer use

Back Office responsibilities

- Shelving books and keeping shelf order
- General maintenance of shelves in the department
- Locating materials and "popping" holds on Hold Request list on a daily basis
- Assisting other staff with clerical and program-oriented projects

Task or project oriented responsibilities

- Other duties as required

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Qualifications for Employment

Education, training, formal certification:

- At least 16 years of age and in high school – OR – 18+ years with high school diploma or equivalent. No person under the age of 18 shall be employed without a general employment certificate issued by school authorities.
- Excellent customer service skills
- Good organizational ability
- Good reading and filing skills
- Ability to communicate effectively orally and in writing
- Reliable transportation and the ability to work at all MC-NPL's 5 locations if needed
- Computer literacy required

Subject specialization or specific expertise required:

Understand Dewey Decimal classification

Physical Demands or Requirements

Strength/movement requirements

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

Required Clearances

Potential employment is contingent upon prior submission to employer the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Completion of PA State Mandated Reporter Training within 30 days of hire is also required.

June 8, 2021