

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

Title:	Children's Services Lead, Spanish Fluent
Classification:	Support Staff III
Department:	Children's Services
Primary Work Location	Main Library - Norristown
Supervisor:	Department Head
Number of Employees Directly Supervised:	0
Fair Labor Standards Act Status:	Non-Exempt
Hours:	Full-Time, 37.0 hours/week
Schedule:	Days, Evenings, Weekends

Statement of Responsibilities

Responsible for providing outstanding public library service to patrons. Supports activities of the Children's Services Department by staffing the public service desk, performing clerical tasks, and coordinating projects, programming, and volunteers. Act as substitute staff at main library, bookmobiles, and branches, as needed. Must be self-motivated and have a positive attitude towards customer service. Must possess personal integrity, a strong work ethic, and ability to work individually or on a team.

This position primarily serves 0-12 year olds, their families, and their educators, with an emphasis on Spanish language speakers. The mission focus is to provide public library services at the library and to provide off-site outreach services in the community, including staffing the preschool outreach bookmobile, Books Go Round. Success is measured by demonstrating high engagement and persistent relationships with this service population.

Organizational Relationships

Maintain positive working relationships with other MC-NPL departments and branches. Represent library to external agencies including, but not limited to: service providers, schools, nonprofits, consortiums, district libraries, local municipalities, and county government.

General Responsibilities and Examples of Work

General:

- Carries out job functions without posing a health or safety threat to self or others.

Public Service Responsibilities:

- Registers patrons for library cards.
- Places patron hold requests.
- Circulates library materials.
- Collects fines and fees.
- Advises patrons on selection of library materials.
- Answers or refers patron reference, account, policy, and technology questions.
- Performs various library clerical functions.
- Markets library services and programs.
- Represents library at municipal community days and other library outreach events.

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Back Office Responsibilities

- Helps coordinate and publish the event calendar, newsletters, and social media posts.
- Ensures library collection is correctly shelved.
- Assists Department Manager with the acquisition and weeding of library materials.
- Finds, processes, and ships item hold requests.

Project and Program Responsibilities:

- Develop and deliver library programming.
- Coordinate special projects and volunteers, as assigned.
- Perform other duties as required.

Qualifications for Employment

- Must have completed at least one academic year of post-secondary school education, or possess at least 5-7 years previous work experience.
- Complete Spanish language fluency strongly preferred.
- Must have working knowledge of children's fiction and children's non-fiction books.
- Must have experience working with the 0-12 year old service population.
- Demonstrated ability to lead interactive story times/programs for 0-6 year olds.
- Excellent spoken and written communication skills.
- Good organizational ability.
- Ability to deal effectively and pleasantly with the public.
- Excellent computer literacy.
- Working knowledge of Microsoft Office applications preferred.
- Must have valid PA driver's license and the ability to substitute at the library's other locations.

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.

Physical Demands or Requirements (* indicates essential requirement)

Strength/movement requirements

- *Able to lift or move 30 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

July 15, 2021