

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

Title: Digital Literacy Lead	Classification: Support Staff III
Primary Work Location: Norristown, PA	Department: Adult Services / Circulation
Supervisor: Department Head	Number of Employees Directly Supervised: 0
Status: <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary	Fair Labor Standards Act Status: Non-Exempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Hours: <u>37</u> hours/week (Days, Evenings, Weekends)

Statement of Responsibilities:

As a direct report to the Department Head, act as a lead in the Computer Lab in the Adult Services Department at the Main Library. Provide public service to patrons in the computer lab through classes and one-on-one encounters. Act as staff at the circulation desk 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 adults and young adults. The mission focus is to develop and provide instruction and support to patrons in digital literacy and the use of technology in both a group and one-on-one environment, and both in person and through a remote platform.

Organizational Relationships:

Maintain positive working relationships with other MC-NPL departments and branches. Represent department 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:

- Provides ad-hoc help in the use of technology to walk-in patrons of the Computer Lab.
- Provides one-on-one help for more complex technology questions by appointment, either in person or through a remote, online platform.
- Answers patron technology questions and concerns via email, phone, or in person.
- Provides instruction on the use of digital resources and technology in a group setting.
- Circulates library materials.
- Registers patrons for library cards.
- Collects fines and fees.
- Performs various library clerical functions.
- Represents library at municipal community days and library outreach events, as assigned.

Back Office Responsibilities:

- Helps coordinate marketing efforts for the Computer Lab and for Adult Services, using the events calendar, website, newsletter, social media posts, etc.
- Performs all tasks needed to support a digital literacy curriculum, including maintaining schedules and registrations, and creating up-to-date handouts and presentations.

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Project and Program Responsibilities:

- Develops and delivers library programming in the form of group instructional classes and one-on-one tutoring.
- Collaborates with other library staff in a team approach to offer programs helping patrons use library electronic resources and digital collections.
- Coordinates special projects and volunteers, as assigned.

Qualifications for Employment

- Must have completed at least two academic year of post-secondary school education, or possess at least 7-10 years previous work experience.
- Must have thorough knowledge of PC and Mac operating systems and a variety of programs and technologies.
- Should have a working understanding of library automation systems.
- Able to work effectively and pleasantly with a diverse population, including adults and young adults from diverse cultures.
- Excellent spoken and written communication skills.
- Good organizational ability
- Knowledge of professional library practices and understanding of the methods of applying them to public library adult services.

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

Employment is contingent upon the results of the pre-employment physical, drug and 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. All clearances and mandated reporter training must be updated every 5 years.

Employee Name (please print): _____

Employee Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____