

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

<b>Title:</b> Circulation Clerk	<b>Classification:</b> Support Staff I
<b>Primary Work Location:</b> Norristown, PA	<b>Department:</b> Norristown
<b>Supervisor:</b> Branch Manager	<b>Number of Employees Directly Supervised:</b> 0
<b>Status:</b> <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary	<b>Fair Labor Standards Act Status:</b> Non-Exempt
<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<b>Hours:</b> 20 hours/week (Days, Evenings, Weekends)

**Statement of Responsibilities**

Responsible for providing outstanding public library service to patrons. Supports activities of the MC-NPL by staffing the public service desk, performing clerical tasks, and assisting the Department Head and other staff with projects and programming. 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.

**Organizational Relationships**

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

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

*Back Office Responsibilities*

- Shelving books and keeping shelf order.
- General maintenance of shelves in the department.
- Finding, processing, and shipping item hold requests.

*Project and Program Responsibilities:*

- Provide clerical and activity support to other staff for projects and programs.
- Perform other duties as required.

**Qualifications for Employment**

- High school diploma or equivalent.
- Previous work experience of 0–4 years.
- Good organizational ability.
- Good reading and filing skills.
- Ability to communicate effectively orally and in writing.
- Ability to deal effectively and pleasantly with the public.

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- Good workstation computer literacy.
- Spanish language fluency preferred

**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 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.

**Print Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Revised: May 16, 2022