

# Montgomery County - Norristown Public Library

## Position Description

<b>Title:</b> Digital Literacy Clerk	<b>Classification:</b> Support Staff I
<b>Primary Work Location:</b> Norristown, PA	<b>Department:</b> Adult Services
<b>Supervisor:</b> Department Head	<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> <u>20</u> hours/week (Days, Evenings, Weekends)

### Statement of Responsibilities

Responsible for providing outstanding computer assistance to patrons in the computer lab, helping in a wide range of digital tasks such as creating resumes, filling out job applications, creating email accounts and sending emails. Assist the Digital Literacy Lead with the implementation of computer instruction curriculum, offering one-on-one instruction and teaching classes as needed. Supports activities of the MC-NPL by staffing the public service desk when needed, performing clerical tasks, and assisting the Department Head and other staff with projects and programming. Act as substitute staff at the circulation desk, and in other departments at the 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:

- Providing one-on-one technological assistance to patrons in the computer lab
- Teaching classes as part of the digital literacy curriculum
- Answering telephone calls.
- Assisting patrons at the circulation desk as assigned.
- Resolving overdue and circulation issues.
- 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.

#### Back Office Responsibilities

- Assisting with recordkeeping for the computer lab
- Assisting with the coordination of volunteers in the computer lab
- Assisting with shelving and processing hold requests for the circulation desk as assigned.

#### Project and Program Responsibilities:

- Providing clerical and activity support to other staff for projects and programs.
- Performing other duties as required.

### Qualifications for Employment

- High school diploma or equivalent.
- Previous work experience of 0-4 years.

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- Proficient Computer Literacy, including working knowledge of Microsoft Office applications, G Suite, and a variety of email providers.
- Ability to work independently.
- 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.
- Good workstation computer literacy.

### 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:** \_\_\_\_\_