

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

Title: Children's Services Lead, Spanish Fluent	Classification: Support Staff III
Primary Work Location: Norristown, PA	Department: Children's Services
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: 37.0 hours/week (Days, Evenings, Weekends)

Statement of Responsibilities:

This position is responsible for providing outstanding public library service to patrons, supporting activities of the Children's Services Department by staffing the public service desk, performing clerical tasks, and coordinating projects, programming, and volunteers. This position may also act as substitute staff at the main library, bookmobiles, and branches, as needed. The ideal person for this position must be self-motivated, have a positive attitude towards customer service, possess personal integrity, have a strong work ethic, and can work individually or on a team.

This position primarily serves 0-12 year old, 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 the library's 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 the 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 the library at municipal community days and other library outreach events.

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.

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- Coordinate special projects and volunteers, as assigned.
- Perform other duties as required.

Qualifications:

- Must have completed at least one academic year of post-secondary school education, or possess at least 5-7 years of previous work experience.
- Complete Spanish language fluency is required.
- Must have a 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 old.
- 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 is preferred.
- Must have a valid PA driver’s license and the ability to substitute at the library’s other locations.

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 the manipulate keyboard of a 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

Additional Eligibility Requirements

- Employment is contingent upon the submission of the following: PA State Police Criminal History, PA Child Abuse History Clearance, FBI Criminal Background Check, and PA State Mandated Reporter Training within 30 days from the date of hire and resubmission every 60 months thereafter.
- Complete at least 6 hours of continuing education every two years as required by Act 37 of 1999 (Title 24PA, C.S.A §9335 (b)(4)).

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. All employees must be able to perform the essential functions of this position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent of undue hardship.

Print Name: _____

Employee Signature: _____ **Date:** _____

Supervisor’s Signature: _____ **Date:** _____

Revised: 1/5/2024