

Montgomery County - Norristown Public Library
Position Description

Title: Digital Literacy Clerk	Classification: Support Staff I
Primary Work Location: Norristown, PA	Department: Adult 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 type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Hours: <u> 19 </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 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.

Position Description

Qualifications for Employment

- High school diploma or equivalent.
- Previous work experience of 0-4 years.
- 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 a 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, and manipulate library materials

Communication requirements

- *Able to use telecommunication devices to hear and speak with staff and the 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 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 Signature: _____

Date: _____

Revised: 3/22/2024