

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

<b>Title:</b> Teen Services Lead	<b>Classification:</b> Support Staff III
<b>Primary Work Location:</b> Norristown, PA	<b>Department:</b> Adult Programming & Outreach
<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 checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Hours:</b> 37.0 hours/week (Days, Evenings, Weekends)

**Statement of Responsibilities:**

The Teen Services Lead is responsible for providing outstanding public library service to patrons, developing and implementing programming for teens, assisting with adult programming, assisting with the maintenance of the teen collection, performing clerical tasks, coordinating projects and volunteers, and staffing the public service desk. The ideal person for this position must be self-motivated, organized, possess personal integrity, have a strong work ethic, and can work individually or on a team.

This position primarily serves 11-18 year olds, their families, caregivers, and educators, with an emphasis on Spanish language speakers. The mission is to provide public library services in the library building and off-site at community events, schools, and other locations. Success is measured by demonstrating high engagement and persistent relationships with this service population.

**Organizational Relationships:**

Maintain positive working relationships with other MC-NPL departments and branches. Represent the library to external agencies, Services 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.

*Project and Program Responsibilities:*

- Develops and delivers library programming.
- Coordinates special projects and volunteers, as assigned.
- Adheres to budget guidelines when planning programs.
- Performs other duties as required.

*Public Service Responsibilities:*

- Places patron hold requests.
- Registers patrons for library cards.
- Answers or refers patron reference, account, policy, and technology questions.
- Advises patrons on the selection of library materials.
- Markets library services and programs.
- Represents the library at municipal community days and other library outreach events, including school visits.
- Maintains safe and welcoming adult and teen areas.

*Back Office Responsibilities:*

- Helps coordinate, translate, and publish the event calendar, newsletter, and social media posts.
- Ensures library collection is correctly shelved.

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- Assists Department Manager with the acquisition and weeding of library materials.

**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 preferred.
- Must have a working knowledge of young adult fiction and non-fiction books.
- Demonstrated ability to develop and lead activities for the 11-18 year old service population.
- Experience providing STEM and/or STEAM education is desired.
- 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 manipulate the keyboard of a computer, typewriter, or other office equipment
- \*Able to manipulate a mouse, a 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 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: 04/03/2024