# Montgomery County - Norristown Public Library
## Job Description

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| **Title:** Circulation Clerk | **Classification:** Support Staff I |
| **Primary Work Location:** Norristown, PA | **Department:** Circulation |
| **Supervisor:** Department Head | **Number of Employees Directly Supervised:** 0 |
| **Status:** ☒ **Regular** ☐ **Temporary** | **Fair Labor Standards Act Status:** Non-Exempt |
| ☒ **Full-time** ☐ **Part-time** | **Hours:** 37 hours/week (Days, Evenings, Weekends) |

**Statement of Responsibilities**
Responsible for providing outstanding public library service to patrons. Supports activities of the Montgomery County-Norristown Public Library (a branch of MC-NPL) by staffing the public service desk, performing clerical tasks, and assisting the Branch Manager 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.
- Good workstation computer literacy.
- Potential employment is contingent upon prior submission to employer 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.

**Physical Demands or Requirements** (* indicates essential requirement)
Strength/movement requirements
*Able to lift or move 30 pounds
*Able to adjust to floor and/or overhead level
*Able to remain in a stationary position and/or traverse 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 communicate with staff and public
*Able to observe, understand and create written material

**Additional Eligibility Requirement;**

- 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.

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: September 18, 2026