



Job Description Bookmobile Clerk

Department: Outreach
Reports To: Outreach Supervisor
Job Classification: Full-Time, Regular, Non-Exempt, Salary Range \$10.00-\$16.00/hour

Job Summary: The Bookmobile Clerk provides outreach services to agencies, the bookmobile, homebound patrons, and provides clerical support to the Outreach Supervisor.

Mission: We will serve our community by providing fun and educational experiences through our customer-focused staff and technology. The Bookmobile Clerk supports that mission by ensuring that members of the community (who are unable to come into the Library) have access to that same world of ideas and information via outreach services.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library patrons, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- High School diploma or equivalent is required.
- One year related work experience, or an equivalent combination of education, experience, and training.
- Valid Ohio driver's license and access to a vehicle to provide own transportation when participating in off-site Library business and activities.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Stay abreast of emerging technologies and media trends and embrace innovation and experimentation with technology and media trends with technology related tools.
- Maintain an awareness of developments in the field of public library service.
- Excellent verbal, written, and telephone skills.
- Ability to establish and maintain effective relationships with patrons, staff, and the general public.
- Keyboarding, filing, basic math, and alphabetizing skills.
- Ability to operate Library computer terminal and other equipment.
- Ability to follow verbal and written instructions.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to organize and prioritize workload.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public.
- Ability to maintain confidentiality of information handled.
- Ability to recognize and respond to potential dangers to patrons and staff.
- Ability to ride and work in a bookmobile.
- Ability and willingness to work in correctional facilities and with patrons with specials needs.
- Ability to hear, see and respond to alarms and intercom announcements at correctional facilities.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling regarding length of work day.

Essential Duties:

- Regularly visits Licking County Justice Center Library to organize and update collection.
- Participate in outreach events such as parades, booths and other library outreach marketing events.
- Actively pursues, suggests, plans and implements new outreach opportunities within the community.
- Perform all duties associated with the circulation of library materials (checking in/out, issuing refunds, issuing cards, distributing and collecting forms, entering information, resolving problems, accepting payments and depositing money, mending, preparing magazines, withdrawing materials, sorting, packing, tagging, weeding, loading and unloading, shelf reading, typing, filing, mailing, copying, replenishing supplies, select materials for relocation, repairing, etc.)
- Providing exemplary customer service to patrons by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, initiating inter-library loan requests, monitoring behavior of library and bookmobile users and the bookmobile collection, and ensuring that the bookmobile and/or library is neat and orderly.
- While working at an outreach location and/or on the bookmobile may assist patrons on and off of vehicle, sort, check in, load, and place materials on bookmobile shelves or other storage areas, shelf read, decorate bookmobile or outreach location with displays to promote reading, keep bookmobile steps free of snow and ice, clean bookmobile interior and assist with bi-annual top-to-bottom cleaning.
- Perform clerical duties including typing, filing, answering telephone, mailing items, repairing minor flaws in materials, making copies and replenishing supplies.
- Working as Substitute Clerk as needed at any Licking County Library location.
- All other duties as needed or as assigned.

Additional Duties:

- May deliver materials to assigned senior sites and homebound patrons and post status changes in computer database.
- May fill photocopier and other equipment with paper and toner, clear paper jams, and notify service company for more involved problems.
- May attend library continuing education activities or represent Library at conferences, area activities, or events.

JOB TITLE: Bookmobile Clerk

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date