



LICKING COUNTY LIBRARY

Job Description Mobile Services Assistant

Department: Mobile Services
Reports To: Mobile Services Supervisor
Job Classification: Full-Time Staff Member, 37.5 hours/week; Non-Exempt;
Rate of Pay: \$15.00/hour; Fringe Benefit Eligible; OPERS Retirement

Job Summary: The Mobile Services Assistant provides outreach services to home delivery customers, public and private schools, daycares, preschools, senior sites, and community stops while providing library service and interacting with personnel at these facilities/sites. The Mobile Services Assistant also provides clerical support to the Mobile Services Supervisor as well as participates in collection development for the Mobile Services Supervisor.

Mission: *To serve our community of lifelong learners.* The Mobile Services Assistant supports that mission by ensuring that members of the community (who are unable to come into the Library) have access to the fun and educational experiences that the Library offers through the Mobile Services Department.

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 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 customers, 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 customers. 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 required.
- Associates preferred or an equivalent combination of appropriate education, experience, and training.
- Valid driver's license and access to a vehicle to provide own transportation when participating in off-site library business.
- Insurable by the Library's auto insurance carrier.
- Library certification from the Ohio Library Council, preferred.
- Must successfully pass a background check and pre-employment drug screening.

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.
- Ability to drive Mobile Services vehicles.
- Embrace innovation and experimentation with emerging technologies and related tools.
- Maintain an awareness of developments in the field of public library service.
- Ability to maintain confidentiality of information handled.
- Excellent communication via verbal and written methods.
- Ability to establish and maintain effective relationships with customers, 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 recognize and respond to potential dangers to customers and staff.
- Ability and willingness to work in correctional facilities and with customers with special needs.
- Ability to hear, see and respond to alarms and intercom announcements at correctional facilities.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling regarding length of work day.

Essential Duties:

- Provide exemplary customer service to customers by with reader's advisory services answering directional and reference questions, locating materials, processing hold requests, initiating inter-library loan requests, monitoring the mobile services collection, and ensuring that Mobile Services work areas, including fleet vehicles, are in good working order.
- 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.)
- Maintain safe and careful operation of Library motor vehicles and stay familiar with traffic laws.
- General knowledge of childhood development, youth literature, popular trends, etc.
- Responsible for assisting home delivery customers by placing calls, holds, and offering reader's advisory services.
- Serve as liaison to the Licking County Justice Center Library and make regular visits to organize and update the collection.
- Communicate Library policy and procedures while providing direction and problem solving.
- Participate in outreach events such as parades, booths and other library outreach events.
- Actively pursue, suggest, plan and implement new outreach opportunities and programs within the community.
- Participate in training new hires that are going through the Onboarding Program.
- Communicate with facility contacts, customers, co-workers, and supervisor regarding cancellations or other changes in service.
- Perform clerical duties including typing, filing, answering telephone, mailing items, repairing minor flaws in materials, making copies and replenishing supplies.
- Serve as Substitute as needed at any Licking County Library location.
- And other duties as assigned.

Additional Duties:

- May attend library continuing education activities.

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.

Created: May 26, 2017

Revised: February 23, 2018

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

Employee Signature

Date