

Bookmobile Specialist

Job Summary: The Bookmobile Specialist provides public service on the Bookmobile, efficiently and effectively assisting patrons and addressing concerns in a professional, courteous manner, assists with home delivery, and performs clerical duties, both on the Bookmobile and in the office. The Bookmobile Specialist may also drive the Bookmobile and the library's delivery vehicle to stops and other functions.

Reports to: Bookmobile Manager

Responsibilities and Duties:

- Provides circulation service on the Bookmobile and by telephone in the office
- Personally greets patrons and answers phone calls in a friendly and professional manner
- Revises, sorts, cleans, and shelves returned library materials
- Provides directional and basic informational services
- Assists patrons in locating materials, placing holds on items as needed
- Explains the use of the library, library materials, and library equipment to patrons
- Responds to patron inquiries and concerns through resolution or referral as appropriate
- Maintains up-to-date knowledge and skills related to circulation services through professional reading and monitoring appropriate listservs, attendance at continuing education workshops and conferences, staff meetings, and staff development activities
- Provides programming for children
- Drive the Bookmobile, an RV-type vehicle that does not require a CDL, to stops and other functions, including community events and parades, as well as maintenance trips, and assist with daily pre-trip vehicle maintenance checks
- Assists with home delivery routes and delivers materials to homebound library patrons, which may include driving the library's delivery vehicle
- Helps in other circulation areas and library departments as needed

Qualifications:

- High school diploma or GED
- Ability to work a flexible schedule, including evenings and weekends
- Must possess valid Ohio driver's license and meet driving standards set by the Library's insurance carrier

Knowledge, Skills, and Abilities:

- Exceptional customer service and communication skills
- Sincere desire to provide excellent service to all library patrons and a willingness to be solution-driven in order to provide access to library services and resources
- Knowledge of children's literature
- Ability to work with patrons of all ages, especially children; Education-related background and/or experience working with children is helpful

- Sufficient computer and keyboarding skills in order to use the library's online catalog, email, the internet, and online databases
- Proficient in planning and prioritizing work, with excellent multi-tasking skills
- Ability to maintain poise and composure in all situations
- Complete understanding of circulation procedures, as well as library policies and procedures
- Ability to maintain effective working relationships with staff and supervisors
- Self-motivated to see and do the work that needs done with little or no supervision
- Knowledge of the Dewey Decimal System and ability to alphabetize with great accuracy
- Strong attention to detail, even when performing tedious and repetitive tasks
- Ability to maintain flexibility, including the willingness and ability to learn new technology, techniques and methods
- Ability to work in a close environment for a prolonged period of time
- Ability to lift 30 pounds without assistance and move an 80 pound plank with assistance
- Must have physical stamina to be on one's feet the majority of the work day, climbing and descending steps, bending and lifting when loading and unloading the Bookmobile and/or library delivery vehicle or assisting with home delivery
- Ability to provide own transportation in fulfillment of job duties

Note: The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list of duties. Additional duties may be assigned. The position is non-exempt under the Fair Labor Standards rules.