



Home Delivery Clerk

Department: Outreach and Collections Department

Reports to: Outreach Manager

Level: 9

Chain of Command: No

FLSA Status: Non-Exempt

Certifications: n/a

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting Outreach procedures into action.

Essential Functions

Expertise

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I assist new and returning patrons by issuing library cards, updating records as necessary, and helping them to access online resources by keeping records current and valid.
- I help maintain holds, loans from other libraries, and courier items by sorting, shelving, and alphabetizing correctly.
- I reliably keep statistics for the department and/or library that are clear and accurate.
- I know and follow all traffic laws and city ordinances as they pertain to driving.
- I will work with both staff and patrons to ensure home delivery agreement forms are filled out, that patrons meet the requirements for delivery, informing patrons of how the home delivery service works, and scheduling and completing home deliveries.
- I assist the Department Manager in the training and mentoring of new employees.
- I will help with programming or projects unrelated to my regular duties as time permits.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials through loans to their patron account.
- I remain customer focused when aiding patrons or when answering directional or general library questions.
- I understand technologies such as the copier and Wise to give quick and effortless help to our patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

- I communicate with patrons well by phone or in person when explaining the home delivery program and ensure a smooth delivery of library materials.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Nonessential Functions

- I ensure that home deliveries are scheduled in a timely manner that works for both patrons and the library.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team and help coworkers in my own department and in other departments as much as I am able.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- I have excellent driving skills.
- I possess good math and money handling skills.
- I have good typing/data entry skills.
- I have excellent time management skills.

Educations/Experience and any pertinent Certifications

- High school diploma or equivalent.
- 1 year or more experience working with the public.

- Must have a valid Indiana's driver's license, or the ability to attain one.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods of time.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Will be able to work independently while doing home deliveries.
- Work in diverse working conditions; moderate exposure to office and vehicle related chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures. Because of the mobile nature of the job, extreme Indiana weather conditions can also be experienced, along with some driving in hazardous conditions. Ability to drive in all levels of light, including night driving.
- Able to drive in all types of weather conditions, during daylight hours and nighttime hours.
- As a driver of a vehicle, it is imperative that staff be free of any drugs that would prohibit them driving or using machinery.

This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.