



Outreach & Bookmobile Clerk

Department: Outreach	
Reports to: Outreach Manager	Level: 9
Chain of Command: No	FLSA Status: Non-Exempt

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 assisting with Outreach and the bookmobiles.

Essential Functions

Expertise

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I process new materials and periodicals and search for items requested by collection staff.
- I offer patron services by helping them find reliable information and locate materials, including ILL.
- I help maintain holds, loans from other libraries, and courier items by sorting, shelving, and alphabetizing correctly.
- I assist new and returning patrons by issuing library cards, updating records as necessary, and helping them access online resources by keeping records current and valid.
- I keep patron accounts accurate by properly recording address changes, money paid, etc.
- I reliably keep statistics for the department and/or library that are clear and accurate.
- I understand and follow all procedures for stocking the bookmobile so my coworkers and I can perform effectively.
- I routinely assist the Bookmobile Drivers by helping before and after they go to their daily stops, keeping the bookmobiles clean and sanitized, and in general, backing up their tasks as needed.
- I assist the Department Manager in the training and mentoring of new employees.

Nonessential Functions

- I decorate the department to represent the seasons or other special events to keep it looking inviting.

- 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 department and in other departments as I am able.

Knowledge and Skills

- I possess good math and money-handling skills.
- I have good typing/data entry skills.

Education/Experience and any pertinent Certifications

- High school diploma or equivalent.
- Must have a valid Indiana driver's license or the ability to attain one.

Working Conditions

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

- Use strength to lift items needed to perform the job's functions, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas using 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, computers, and/or controls.
- Work in diverse working conditions; moderate exposure to office and vehicle-related chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperature. With the sometimes mobile nature of the job, extreme Indiana weather conditions can also be experienced.

Core Abilities

- I am a vital component in an engaged and thriving community.
- I am understanding and compassionate.
- I am cooperative, a collaborator, a problem solver, and a continuous learner.
- I am approachable and understanding, so I can assist others in accessing materials or services.
- I remain customer-focused when aiding anyone, answering directional or general library questions, or in any other job duty.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand the technologies that are necessary to fulfill my job duties to give quick and effortless help to our patrons.
- I help resolve issues and ensure that everyone has a good experience in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

- I represent KHCPL by being honest, ethical, sympathetic, responsible, and staying calm under pressure.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- 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.

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.