



JOB TITLE		DEPARTMENT	JOB LEVEL
Mobile Library Services Assistant		Mobile Library Services – Community Services	3
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-Time Non-Exempt	Director of Mobile Library Services	n/a	

**POSITION SUMMARY**

Under direction of the Director of Mobile Library Services, assists Mobile Library Services customers and performs tasks related to materials for the Bookmobile, Sprinter and other outreach vehicles and services as needed. Works closely with the Manager of Digital Equity Services and Mobile Library Services Associate, and collaborates with staff in all departments as needed.

**ESSENTIAL RESPONSIBILITIES**

***Assists with Safe Operation of the Bookmobile and Sprinter***

- Assists with daily vehicle checklist and logs and immediately communicates vehicle issues to Director of Mobile Library Services or Manager of Digital Equity Services, noting mechanical and vehicle body defects
- Ensures safety of children and customers approaching and boarding the bookmobile to the greatest possible extent
- Takes action and knows the procedures to deal with potentially disruptive or unsafe situations
- Calls 911, notifies Library Security and submits an Incident Report if customers, staff or volunteers require assistance of police, medical or other emergency services if Director, Manager, or Associate are unable to do so

***Maintains Library Collections and Services for Library Customers***

- Ensures appropriate materials are shelved for the audience of each day’s route
- Transfers materials to and from vehicles, 1 East shelves and Material Handling
- Works with volunteers to pull material requests from the Main Library collection
- Performs daily check out/check in of materials on board vehicles and at Main Library
- Maintains order of materials on the vehicles, on 1 East Workroom shelves and carts
- Sorts and shelves library materials aboard the vehicles and at the Library
- Reads shelves for accuracy order, re-shelving materials as needed
- Organizes and shifts materials on shelves as needed
- Straightens and dusts library materials and shelves as needed
- Works with Access Services/Material Handling to provide “Holds” aboard vehicles
- Assists Mobile Library Services customers with questions and information requests
- Uses ILS for check out of materials and library card registrations
- Assists staff and volunteers with programs aboard the vehicles

***Mobile Library Services Department***

- Works with other Mobile Library Services staff to develop a positive, collaborative, and strong team
- Provides feedback based on customer requests to Director of Mobile Library Services
- Communicates with Director of Mobile Library Services and makes recommendations for improvements when necessary
- Maintains a neat, clean and organized work area
- Implements Library policies and procedures
- Attends team meetings, training and other sessions as requested
- Performs other library related and vehicle duties as assigned \*

## **KNOWLEDGE / SKILLS / ABILITIES**

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- Pleasant and courteous manner in dealing with the staff and public
- Must have strong public service focus, making customers and their needs a primary objective of one's actions
- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Must be accurate, efficient and detail-oriented
- Ability to perform basic computer functions
- Ability to take directions from and work with various levels of department staff
- Knowledge of Dewey Decimal system and ability to sort material in alphabetic and numeric order
- Exercises good judgment and fairness while fulfilling job duties and responsibilities
- Adapts well to changes in existing practices, library routines, and workflows
- Must be a self-starter and self-motivated with the ability to work independently and with others
- Ability to prioritize, multi-task and manage time efficiently and effectively in a fast-paced environment
- Must be dependable and punctual
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements or structures

## **EDUCATION/EXPERIENCE QUALIFICATIONS**

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- High school diploma or equivalent
- Bilingual Spanish/English verbal language skills required
- Previous customer service experience a plus
- Experience working with children a plus
- Knowledge and experience with basic computer applications
- Library ILS experience a plus
- Experience with school bus or large vehicles a plus

## **TOOLS/EQUIPMENT**

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Use of the following equipment: book cart, calculator, computer and laptop with mouse, iPad, photocopiers, printer, public access catalog terminal, telephone, mobile phone, radio, and Integrated Library System.

### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

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- Must be able to work in a large vehicle
- Must be able to work in a variety of weather conditions (snow, ice, rain, summer heat)
- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Must have strong public service focus making customers and their needs a primary objective of one's actions
- Must be able to lift, move and rearrange items located in the Bookmobile
- Must be able to hear, comprehend and respond to the library user in person, through telephone conversations, and in writing
- Must be able to speak distinctly to small and large groups of people
- Must have visual ability to see computer screen, and read printed text, read call numbers and bar codes on books and other library materials
- Must be able to manipulate mobile phone, computer keyboards, and Bookmobile doors
- Must be able to alphabetize and sort items in numerical order
- Must be able to lift and carry bags of books or boxes weighing up to 40 pounds, and lift volumes up to 15 pounds each
- Must be able to reach a height of greater than 60 inches
- Must be able to perform repetitive hand motions for extended periods of time
- May be required to stand and walk for extended periods of time during work period
- Must be able to walk distances of more than 200 feet within the building to shelve or retrieve materials, and walk up and down stairs
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able lift, bend and stoop to reach lower shelves and book return bins
- Must be able to work scheduled hours, which will include evenings and Saturdays, and meet general attendance requirements with flexibility in schedule

\* The scope of the job may change as necessitated by the library's operational demands