Under direct supervision, assists with the basic functions of the library system’s Library by Mail and Onsite Library operations; shelves and files books and other materials; maintains shelves in orderly condition; relieves Outreach Delivery Specialist, as needed; assists in preparing, receiving, sorting, and distributing mail.

- Issues library materials to customers and discharges returned materials from Library by Mail customers records; places and fills system reserves as needed; routes returned materials to appropriate library.
- Provides excellent customer service. Uses effective techniques and good judgment to resolve difficult situations with customers.
- Answers telephone using good customer service telephone skills; assists customers or refers them to appropriate staff.
- Shelves and straightens books; "reads" shelves to assure books and other materials are in their proper place.
- Assists with loading and unloading Onsite Library and Kiosk materials as requested; assists or substitutes for Onsite Library and Kiosk deliveries.
- Performs other basic Library by Mail, Kiosk and Onsite Library support tasks as assigned.
- Drives library fleet vehicle to deliver and pick-up materials at Onsite and Kiosk Libraries on occasion; loads and unloads materials; adheres to assigned delivery schedule.
- Checks and enters applications for library cards.
- Assists in preparing, receiving, sorting, and distributing mail for Outreach operations.
- Processes electronic mail, orders office supplies; types and copies materials and other items; performs other clerical tasks for the department.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

- Occasional travel to, Kiosk and Onsite Library and other program sites, as directed.

- Minimal interaction with library staff; and occasional interaction with Library by Mail, Kiosk, Onsite Library and other program site participants.

- Computer(s)/Printer(s)
- General Office Equipment
- Kiosk 24/7 Vending Library
- Vehicle (fleet)
- Vehicle Lifts

- High School diploma or GED
Licenses and Certifications:
- Valid State Driver’s License
- Current Motor Vehicle Insurance
- Acceptable Driving Record

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- Basic practices, policies, and operations of the library system.
- All technology, computer applications and hardware related to performance of the essential functions of the job.

Skill in:
- Typing or keyboard skills to enter and retrieve data using a computer.
- Filing alphabetically, numerically, using good spelling, and performing basic math computations.
- Interpersonal skills necessary to effectively interact with internal and external customers to give and extricate information in a courteous and friendly manner.

Mental and Physical Abilities:
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to adapt to changing priorities and to work smoothly and cooperatively on a variety of procedures.
- While performing the essential functions of this job the employee is frequently required to move from place to place, reach, handle or feel, bend, stoop, crouch, crawl, kneel, speak and hear and lift and/or move up to 50 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 75 pounds.

SUPERVISORY RESPONSIBILITY:
- This position has no supervisory responsibilities.

WORK ENVIRONMENT:
- Works in a normal office environment with some exposure to hazards associated with handling boxes of books.

SUMMARY STATEMENT:
This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.