

Madison Public Library

Learn • Create • Enjoy

Madison Public Library is a community resource offering lifelong enrichment opportunities through access to ideas, information, interaction, and creative participation.

Job Title: Mobile Services & Outreach Clerk

Classification & Status: Clerk 1 (Range 2) Part-Time

Immediate Supervisor: Community Engagement & Outreach Manager (or designated supervisor)

Overall Supervisor: Director

Position Summary

The Mobile Services & Outreach Clerk provides outstanding customer service while delivering library services beyond the walls of the library. This position is primarily responsible for supporting the Library's outreach programs, community engagement activities, and home delivery service for patrons who are unable to visit the library. The employee regularly works at schools, daycares, senior facilities, community organizations, special events, and other outreach locations.

The position also performs circulation and clerical duties as needed and may occasionally assist at the library circulation desk. Most scheduled hours will be spent providing outreach and mobile library services in the community. This position may include driving the library outreach van and transporting library materials, displays, and equipment to outreach locations.

Essential Duties and Responsibilities

These duties include, but are not limited to:

Outreach & Mobile Services

- Deliver library services at schools, daycares, senior centers, community organizations, community events, and other outreach locations.
- Provide home delivery service to eligible patrons, including selecting, preparing, delivering, and retrieving library materials based on patron preferences and requests.
- Assist patrons with checking out materials, obtaining library cards, placing holds, and accessing library resources.
- Load, transport, set up, and organize books, displays, technology, and outreach materials.
- Promote library programs, services, collections, and resources throughout the community.
- Maintain outreach collections and assist with inventory, material selection, and collection upkeep.
- Track attendance, circulation, and other outreach statistics.
- Develop familiarity with outreach patrons and identify community needs for library services.
- Provide readers' advisory and basic reference assistance at outreach locations.
- Assist in evaluating outreach locations and communicate community needs and concerns to supervisors.
- Drive the library outreach van when assigned and transport materials safely.

Circulation & Customer Service

- Accurately check library materials in and out using the automated library system.
- Assist patrons with self-check equipment and other circulation technologies.
- Edit and maintain patron records.
- Register patrons for library cards and other library-related services.
- Process holds and reserves, including shelving and pulling requested materials.
- Answer incoming telephone calls and provide information regarding library services and programs.
- Notify patrons regarding overdue materials, holds, fees, and other circulation matters.
- Empty and process materials from the book drop.
- Assist patrons in locating materials and library resources.
- Record reference questions and patron service statistics as required.
- Perform opening and closing procedures when scheduled.

Clerical & Collection Support

- Shelf materials and maintain orderly collections.
- Shelf read and assist in keeping collections accurate and accessible.
- Assist with processing, labeling, covering, and repairing materials.
- Prepare materials for outreach visits and home delivery routes.
- Maintain brochure displays, bulletin boards, and public service areas.
- Keep workspaces, outreach supplies, and equipment organized and clean.
- Assist with special projects and other duties as assigned.

Accountabilities

- Maintains confidentiality of patron records and information.
- Serves patrons promptly, courteously, and professionally.
- Demonstrates respect for Intellectual Freedom and the First Amendment rights of others.
- Understands and follows library policies and procedures.
- Uses work email and other library communication tools regularly.
- Accurately maintains required statistics and records.
- Demonstrates reliability, initiative, and flexibility.
- Applies rules and policies consistently and fairly.
- Works effectively with people of all ages, backgrounds, and abilities.
- Handles difficult situations calmly and professionally.
- Maintains a positive attitude and contributes to a supportive work environment.

Qualifications

Education/Experience

- High school diploma or GED required.
- Customer service experience required.
- Library experience preferred.

- Experience working with children, older adults, or individuals with disabilities preferred.
- Valid Ohio driver's license and acceptable driving record required.
- Background Check and drug test required
- Eligibility to become a Passport Acceptance Agent preferred.

Knowledge, Skills, and Abilities

- Excellent customer service and interpersonal skills.
- Ability to communicate effectively both orally and in writing.
- Ability to work independently and exercise good judgment.
- Ability to organize work, manage time effectively, and meet schedules.
- Ability to learn assigned tasks and follow oral and written instructions.
- Ability to multitask in a dynamic work environment.
- Ability to demonstrate knowledge and understanding of computer & technology skills.
- Ability to use and learn software programs, search the Internet, and access email account. Prefer proficiency in Microsoft Office Suite.
- Knowledge of basic office and clerical practices.
- Ability to maintain positive relationships with patrons, staff, community partners, and volunteers.
- Basic math skills and ability to accurately handle money and fees.
- Familiarity with library materials, services, and resources.
- Ability to provide readers' advisory and basic reference assistance.
- Ability to communicate with patrons and choose materials based on patron preferences.

Working Conditions

- Frequent local travel throughout the community is required.
- Regular evening and weekend work are required to support community events, outreach activities, mobile services, and library programs.
- Work is performed in office, library, outreach, and community settings.
- Requires the ability to transport outreach materials, operate outreach equipment, and assist with event setup and teardown.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Physical Requirements

- Ability to stand, walk, bend, kneel, reach, and sit for extended periods.
- Ability to lift and carry up to 40 pounds.
- Ability to push loaded carts weighing up to 125 pounds.
- Ability to load and unload books, materials, displays, and equipment.
- Ability to enter and exit vehicles frequently throughout the workday.
- Ability to read computer screens and printed materials.
- Ability to operate computers, tablets, telephones, and standard office equipment

Disclaimer

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment contract and may be modified at any time to meet the operational needs of the library.

Employee Acknowledgment

I acknowledge that I have received and reviewed a copy of this job description. I understand the duties and responsibilities of this position and agree to discuss any questions regarding expectations with my supervisor.

Signature: _____

Print Name: _____

Date: _____

Board Approved: _____ Effective Date: _____

Director: _____