

JOB TITLE	DEPARTMENT	JOB LEVEL	CLASSIFICATION
Mobile Library Services Assistant	Mobile Library Services	4	Part-Time Non-exempt
REPORTS TO	SUPERVISES	REVISED	
Manager of Digital Equity Services	n/a	August 2025	

POSITION SUMMARY

Interacts with customers to facilitate registration and checkout/in of materials, performs circulation routines, and other related work as required.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Respect for cultural differences and acceptance of people from a wide range of diverse backgrounds.
- Ability to communicate clearly and respectfully and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values statements.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Initiative and willingness to learn new tasks and responsibilities.
- Follows established safety rules and works in a safe manner.
- Ability to prioritize and manage time efficiently and effectively.
- Delivers exceptional internal and external customer service.

ESSENTIAL FUNCTIONS

- Performs circulation services for library materials which may include a mix of:
 - Check-in items
 - Check-out items
 - Renewing items
 - Placing holds
 - Completing financial transactions
 - Recordkeeping
- Communicating and implementing both library and resource-sharing policy.
- Registration duties may include a mix of:
 - Registering new library cards or updating library cards with new information
 - Registering patrons or visitors for library programs or classes

- Assists customers with library equipment.
- Assists customers with technology-related questions and refers higher-level questions to appropriate staff.
- Maintains organization of the library collection through proper placement of library materials on shelves, racks, or bins.
- Performs bibliographic inquiries and refers reference or higher-level Readers' Advisory questions to appropriate staff.
- Assists customers with programs and activities.
- Engages with community members to promote library related events, services, and programs.
- Assists on the Bookmobile, Sprinter vehicle, and Branch libraries, as needed.
- Other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Excellent verbal and written communication skills.
- Ability to learn a variety of library-specific computer applications and equipment.
- Ability to speak, read, and write in English and Spanish.
- Ability to take direction and receive feedback.
- Ability to work independently and collaboratively as part of a team.
- Must be detail-oriented with good organizational skills.
- Ability to organize materials alphabetically and numerically.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- Customer service experience preferred.
- Experience with Microsoft Office.
- Experience working with children a plus.

TOOLS/EQUIPMENT

- | | |
|--------------------------|-----------------------|
| • Barcode Reader | • Paper cutter |
| • Book carts | • Printer |
| • Computer | • RFID Equipment |
| • Copier/Fax | • Self-Check Machines |
| • Delivery Bins & Crates | • Square Registers |
| • iPad | • Telephones |
| • Keyboard | • Two-way radio |
| • Library Catalog System | • WIFI Hotspot |
| • Mouse | |

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend and respond to others, both in person and through telephone conversations.
- Must be able to move and lift items weighing up to 50 pounds.
- Must be able to push a cart of items weighing up to 100 pounds.
- Must be able to traverse distances of more than 300 feet within the building.

- Must be able to operate a computer and keyboard, laptop, printer, and other office equipment.
- Must have the ability to read computer screens, keyboards, barcodes, call numbers, and labels.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to tolerate equipment and environmental noise.
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 90 inches.
- Must be able to type with accuracy and attention to detail.
- Must be able to work outdoors for several hours at a time.
- Must be able to work a variable schedule, which may include days, evenings, and weekends, and meet general attendance requirements.

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