

Job Title: Children's / Bookmobile Associate  
Job Category: Full-time, 37.5 hrs/wk, Non-exempt  
Department: Children's Services / Administration  
Salary: \$16.00/hr  
Submit Application: Online: [www.twinsburglibrary.org/jobs](http://www.twinsburglibrary.org/jobs)  
Mail: Twinsburg Public Library  
Attn: Laura Leonard  
10050 Ravenna Rd.  
Twinsburg, OH 44087

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### JOB SUMMARY

- The Children's / Bookmobile Associate role includes responsibilities from both departments, including:
  - Providing excellent, efficient customer service, programming, and resources to youth ages 0-12 in the Library;
  - Providing such services to all members of the Twinsburg School District community via outreach, including driving the Bookmobile and performing circulation functions at stops and events;
  - Reports to Assistant Director or designated outreach manager and Children's Services Manager.

### ESSENTIAL RESPONSIBILITIES AND DUTIES

- Checks out material to the public in Children's Services and the Bookmobile using Sirsi/Dynix Workflows (training provided). Maintains confidentiality of patron records. Knows when to refer questions to Circulation.
- Provides reference and reader's advisory services to children, caregivers, and teachers in Children's Services, as well as on the Bookmobile to visitors at stops.
- Registers patrons for activities and events. Provides directions to Library activities and areas.
- Conducts story times for children ages 0-5, incorporating pre- and early literacy skills and methods both in-house and via outreach to community day cares, groups, stops, and schools.
- Plans and conducts programming for school-age children in grades pre-K through third grade; may plan and conduct programming outside the building for outreach purposes.
- Demonstrates excellent customer service and deals with patron problems.
- Promotes Library use through outreach and in Children's Services.
- Creates and maintains displays; assists with selection and weeding.
- Performs pre- and post-stop preparation, including selecting materials for delivery to Bookmobile patrons, processing checkouts and returns, issuing library cards, and placing holds.
- Gathers deposit collections for day cares and senior living spaces.
- Opens, closes, and drives the Bookmobile to designated stops and events as scheduled by supervisor.

- Serves as a member of the Outreach Team.
- Works in conjunction with full-time Bookmobile Associate.
- Performs other duties as assigned by the Director or Assistant Director which may not be essential functions of the position.

#### MINIMUM REQUIREMENTS

- Bachelor's degree from an accredited college or university or an equivalent combination of experience and training.
- 1-3 years of library and/or customer service experience strongly preferred. Some experience demonstrating success with groups of children and knowledge of children's literature preferred.
- Must be able to drive the Bookmobile/book hauler, a 2021 Mercedes Sprinter van. A CDL is not required.
- Must possess a valid driver's license and meet requirements for driver insurability as verified through the Library's insurance company.

#### CONDITIONS AT WORK

- Fast-paced environment that may require handling difficult customer service situations.
- Job is primarily performed indoors in a typical customer service setting and involves frequent close-up work, including use of a PC monitor.
- Outside work with exposure to extreme temperatures and humidity is also required during use and maintenance of the Bookmobile.
- Employee may be scheduled to work evening and weekend hours, including Sundays, for community events and/or public service hours; schedules may be altered depending on the needs of the Library.
- *Physical Requirements:* The majority of work is performed in a confined area, but with need for considerable mobility: standing, kneeling, light lifting, bending, stooping, stretching, reaching up to six feet (with or without a step stool), and sitting at a variety of desks and service points. Must be able to get in and out of the Bookmobile. Must be able to lift boxes of books and materials weighing approximately 50 lbs. from floor to table and in and out of Bookmobile and push/pull loaded shelving carts weighing up to 150 pounds. Ability to use lift to lower mobile carts from book hauler to street level and bring into facilities. Ability to operate standard office equipment.
- Job may require use of own vehicle when traveling to day cares if Bookmobile is not being used.

#### KNOWLEDGE AND SKILLS

- Ability to work scheduled hours reliably and predictably.
- Ability to provide knowledgeable customer service to assist all Library patrons in a timely manner; shows tact and courtesy in relations with the public and other staff members.
- Knowledge and appreciation for youth literature.
- Ability to multi-task, work in a fast-paced environment, and handle difficult situations.

- Ability to handle routine problems independently and keep supervisor informed of needs and concerns.
- Knowledge of library clerical principles, methods, techniques, and procedures.
- Ability to communicate clearly and read printed and on-screen information.
- Proven computer skills; ability to input and acquire information into an automated system.

I have read and understand this job description and acknowledge that it does not constitute a contract.

Signature \_\_\_\_\_

Date \_\_\_\_\_