



Mansfield/Richland County
Public Library

VACANCY POSTING

& JOB DESCRIPTION

Outreach Services Clerk

Applications will be accepted until 5:00 p.m. on Monday, August 11, 2025.

Complete an online application on our website: www.mrcpl.org/about/employment

Application forms are also available and accepted at all MRCPL locations.

This is a 20 hour per week position scheduled day, evening and weekend hours.

Reports to:	Outreach Services Coordinator	FLSA Status:	Non-exempt
Pay Grade:	12; \$14.39/hr to start	Location:	Main Library

Positions Supervised: None

POSITION SUMMARY: Under direct supervision of the Outreach Services Coordinator, the Outreach Services Clerk performs a variety of tasks according to specific needs and established procedures including assisting customers, checking items in and out, working in the library's circulation system to update records, processing and shelving materials, providing basic reader's advisory and reference services, keeping the shelves clean and organized, and driving Outreach Services vehicles.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Clerical work experience, with knowledge of general office practices and experience using basic office equipment is preferred
3. Willingness to work with the public
4. Experience working both independently and in a team environment
5. Basic computer skills and ability to use Microsoft Office, internet and email
6. Ability to read, write, speak and understand English
7. Ability to count money and provide accurate change
8. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
9. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on pavement, tile or carpet and up/down ramps of varying degrees. Must be able to use

hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Must be able to operate large vehicle safely in all weather conditions. Occasionally required to get on hands and knees to look for materials that have fallen under the shelves or use stool 14 ½ inches from ground to reach upper shelves. Must also shovel snow and salt pavement as needed and pick up trash around outside of Bookmobile if needed. May be required to occasionally sweep, mop or run vacuum.
10. Favorable results of pre-employment background check.
11. Reliable transportation in order to meet work requirements.
12. Valid vehicle operator's license with acceptable driving record and current vehicle insurance. Ohio Driver's License required within 90 days of date of hire.
13. Must be able to drive in all weather conditions.
14. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library and departmental policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Ability to sort, file and read numbers and letters alphabetically and numerically
5. Ability to accurately count and manage customer payments
6. Ability to analyze basic reference questions, assisting or referring customers appropriately
7. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
8. Ability to actively listen and communicate clearly with a diverse customer base
9. Ability to understand and follow specific instructions, both verbal and written
10. Ability to work independently in the absence of close supervision
11. Ability to prioritize work and efficiently carry out assigned tasks and projects
12. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
13. Ability to remain mentally alert, focusing attention on detail and accuracy
14. Skill in exhibiting an attitude of professionalism including tact, good judgment, dependability, and courtesy
15. Ability to travel around the community, loading and unloading materials and equipment in all weather conditions, including rain, snow, ice and wind.

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email
2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers

3. Ability to use good judgment and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understand and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
5. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
6. Provide direct service to customers by checking materials in and out and renewing such materials.
7. Follow department procedures and address issues related to them.
8. Issue new and replacement Library cards, completing paperwork associated with the cards and utilizing the circulation system.
9. Process new materials in a timely manner.
10. Assist customers with questions regarding their library accounts and resolve most issues according to Library policy and with customer service in mind.
11. Collect fines and payments for lost or damaged materials and issue refunds as appropriate and accurately make change as needed.

12. Provide customers with basic assistance on computers or with devices.
13. Provide customers with basic reader's advisory and reference services.
14. Using the library's circulation system, print daily reports for items placed on reserve for customers and locate those items, processing them appropriately in order to fulfill the requests.
15. Assist customers in the use of online catalog, online resources, copier and any other equipment.
16. Provide basic directional assistance to customers.
17. Contribute to bulletin boards and displays as assigned.
18. Evaluate returned materials for damage, repair or charges to customer.
19. Process materials from book drops, as assigned.
20. Receive and distribute daily delivery materials, including performing related paperwork and other tasks.
21. Quickly and accurately, sort and arrange materials in appropriate sequences, load book carts for shelving and shelve books in proper locations as assigned.
22. Shelf read, shift materials, straighten and/or dust as assigned.
23. Assist with maintaining the quality of all library items, including inspecting, cleaning, evaluating, and resolving issues with those items.
24. Maintain various paper files, as assigned.
25. Handle customers' routine circulation questions and concerns, in person or by telephone.
26. Drive the Outreach Services vehicles to specific locations on a predetermined schedule.
27. Pack, deliver, load, and unload materials and equipment to and from various facilities.
28. Select and pull materials for Outreach Services customers.
29. Maintain records for cardholders in institutions specifically served by Outreach Services.
30. Register customers for Golden Buckeye cards.
31. Assist with opening and closing procedures, as assigned.
32. Perform various tasks associated with any other Library-sponsored programs.
33. Work Sunday rotation as scheduled.
34. Record daily, weekly, monthly statistics, as assigned.
35. Clean up bodily fluids as necessary following MRCPL procedures.
36. Maintain regular and predictable attendance.
37. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values
2. Make minor cataloging changes, as directed by the supervisor.
3. Weed materials, as directed by the supervisor.
4. Make occasional recommendations for titles to be added to the collection.
5. Assist with moving furniture and equipment, as needed.

6. Search shelves for missing items or materials claimed to have been returned.
7. Occasionally make minor repairs to damaged items.
8. Contact customers regarding items damaged or missing from returns.
9. Occasionally assist with programming, community engagement activities, and staff training.
10. Keep Outreach Services vehicles fueled and maintain expenditure records.
11. Perform regular evaluations of Outreach vehicles, as directed, reporting any concerns or issues to the Outreach Services Coordinator and the Facilities Coordinator.
12. Attend meetings as scheduled by the Outreach Services Coordinator.
13. Attend Staff Development Day, and additional workshops and seminars as assigned.
14. Perform additional tasks as required by the upward chain of command, which moves from the Outreach Services Clerk to the Outreach Services Coordinator to the Deputy Director to the Director.