

# HOME SERVICES CLERK

**Responsible to:** Home Services Supervisor

**Classification:** Clerk I

**Qualifications:** High School Diploma or equivalent  
No previous experience necessary  
Dependable work habits  
Knowledge of computers and applicable technologies  
Ability to retain and follow Home Services Department policies and procedures  
Must have a valid driver's license and meet criteria for insurability under the library's policy  
Ability to work with staff and public  
Ability to work days, evenings and weekends as required

**Primary Function** Serve as the primary contact point for Amish and homebound patrons using the library, thereby ensuring a positive customer experience by determining customer needs and analyzing and solving problems.

- Responsibilities**
1. Assist in selecting and packing library materials for HS routes
  2. Circulate library materials – examines materials properly during check-in and check-out
  3. Deliver library materials to HS patrons
  4. Oversee HS circulation of library materials to Amish schools, inspects books and washes crates yearly.
  5. Assist in technical processing of HS materials to extend and preserve the life of the collection.
  6. Work the circulation desk regularly and knows its appropriate policies and procedures
  7. Demonstrate knowledge of library policies and procedures
  8. Support Behavior Policy (library code of conduct)
  9. Perform other duties as required

**Physical Demands** Work requires physical effort in the repetitive handling of materials, boxes, tools or equipment of up to 30 pounds in non-strenuous work positions and/or continual standing or walking.