
Position Summary

The Library Courier is a critical component of the library's Home Delivery services to the community. The majority of work hours are spent driving a library vehicle, making deliveries, and sorting and loading contents for delivery. Work is performed independently with direction of the supervisor.

Duties and Responsibilities

Essential

Driving and Delivery

Drive, load, and unload a vehicle weighing less than 16,000 pounds gross vehicle weight. Drive a scheduled pickup and delivery route, sometimes entering unattended buildings. Obey traffic laws, and follow established traffic and transportation procedures. Read maps, and follow written and verbal geographic directions.

Operations

Coordinate with Facilities Maintenance Coordinator to ensure that all library vehicles and vehicle equipment, including mirrors, lights, gas gauge, temperature gauge, tires, turn signals, and brakes are in proper working condition. Coordinate with Facilities Maintenance Coordinator to ensure that all library vehicles have adequate gasoline, are cleaned and are routinely washed. Report delays, accidents, or other traffic/transportation situations. Report any mechanical problems encountered with vehicles. Coordinate with Facilities Maintenance Coordinator to keep a maintenance schedule for vehicles. Assist with scheduling and driving vehicles for maintenance as needed and approved by Library Administration.

Customer Service and Communication

Provides excellent customer service through both internal and external interactions, fostering a positive and supportive environment with team members, patrons, and the community. Engages

in effective communication, addressing the needs and inquiries of staff and external contacts with a service-minded approach. Handles logistics and delivery issues with discretion, guided by library policies and procedures. Promotes a culture of respect for diversity and inclusivity within all facets of service delivery. Attend workshops and participate in training to remain aware of current trends, advancements, best practices in safe driving and the safe handling of heavy loads. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity. Arrives at work location on time, ready to interact with the public and other staff.

May provide some support and information to patrons related to library materials, resources, and technology, referring more complex library questions to the appropriate staff as needed.

Records and Reports

Maintains good attendance and timekeeping records.

Marginal

Sorts and shelves materials according to the Dewey Decimal System, checks shelves for proper order of materials and shifts collections. Puts appropriate materials through the sorter. Answers phones to help address and resolve home delivery questions. Performs library holds procedures. Assesses materials for damage and completeness; routes as appropriate.

Assists patrons in locating library materials and searches the library for specific material. Answers routine directional questions, referring to appropriate staff members as needed. May oversee the work of volunteers or interns, as well as train volunteers, interns, and other staff.

Performs other duties as assigned.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Proficient with standard Microsoft applications (including Office applications), online library automation system and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds,

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including youth, families, volunteers, and coworkers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations. Should have flexibility to work alone, in the community, or at other locations as assigned based on business need.

Demonstrates commitment to Diversity, Equity, and Inclusion.

Experience: 1 year of work experience in a library, transportation services, retail or customer-service related position or similar experience. This position requires the employee to be confident and capable of driving in variable weather and road conditions, and to frequently lift heavy objects.

Education: High School Diploma or G.E.D., or equivalent education, training, or experience.

Training, Licenses, or Certifications: Must have a valid Idaho driver's license and current automobile insurance. Must have a driving record free of major moving violations or suspended licenses within the past 5 years.

Supervisory Responsibility: None

Preferred Qualifications: 1-2 years of work experience in delivery driving, transportation services, or a related position with similar responsibilities. Bilingual, preferably Spanish-English, Russian-English, or other languages. Ideal personal qualities encompass a positive attitude towards distributing library materials to the community, knowledge of delivery tracking systems, and proficiency in local navigation and/or route optimization strategies.

Working Conditions

Expected travel: The majority of work is performed driving a company vehicle in the delivery and pick up of library materials. Occasionally may encounter rain, snow, or other severe weather conditions. Sorting and unloading of library materials may occur indoors and outdoors.

Physical Requirements: The job requires the employee to constantly stand, sit, twist/turn, maintain flexibility, hear, listen, see, touch, feel and speak clearly; frequently stoop/bend and walk; seldom sit, kneel, crawl, and balance. The job requires the employee to regularly lift and carry 25-30 lbs and occasionally up to 50 lbs; reach at, above, and below shoulder height; grasp objects weighing 25-50 lbs.; push and pull objects weighing up to 100 lbs. The job requires the employee to work in an environment with moderate noise level. The job requires close vision, distance vision, peripheral vision and depth perception.

Mental Requirements: The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math.

Technology, Equipment, and Devices: This job requires operation of a vehicle on behalf of the District. The job requires the employee to operate and occasionally troubleshoot vehicles, general office equipment, sorting equipment, and book carts. The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, and may use social media.

Work Environment: The job requires the employee to be subjected to repetition, working alone, working around others and remotely, verbal contact with others, face-to-face contact, inside environments, outside environments, mechanical equipment, and moving objects. This job requires the employee to regularly drive a vehicle. This job requires performance of work both inside and outside, including in conditions of variable temperatures, precipitation and extreme weather.

Expected Hours of Work: The job requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and/or Sunday). Position schedule and work location are subject to change at the discretion of management to support business needs.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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