Northwest Georgia Regional Library System
Full-Time Library Courier / Assistant Floater

- **Type:** Full-Time (40 hours / week, non-exempt)
- **Position ID:** NGRL-Courier-1026
- **Salary/Pay Rate:** $18.00 per hour
- **Benefits:** Participation in Teacher's Retirement System of Georgia pension plan; health, dental, vision and other insurance options; and paid time off including accrued vacation, sick leave, and paid holidays.
- **Posted Date:** 10/30/2026
- **Deadline to Apply:** Open until filled

Job Summary

Working under the direction of the Regional Library Director and the regional management team, this unique role splits time between managing the system's courier logistics (approximately 40%) and providing versatile, front-line library assistant support across our regional locations (approximately 60%). You will serve as a vital link for our three-county system—safely transporting materials, assisting a diverse population with customer service and public computing, and adapting to the dynamic needs of our various branches.

Schedule & Pay

- *Pay:* $18.00 per hour.
- *Hours:* 40 hours per week.
- *Availability:* Must be able to work a flexible schedule based on regional branch needs, including days, evenings, and weekends.
- *Note:* Specific hours and routing schedules are prescribed by regional library management.

Essential Job Duties & Responsibilities

Courier Logistics & Fleet Support (Approx. 40%)

- *Route Deliveries:* Drive the library delivery van on regular, scheduled routes throughout the three-county regional system to deliver and pick up materials from all locations, outlets, and homebound patrons.
- *Material Sorting:* Safely load and unload transit bins; sort and distribute books, media, and interlibrary loan materials at headquarters for further system routing.
- *Timely Distribution:* Process and route books for the PINES statewide Interlibrary Loan via courier service and ensure all regional deliveries reach their destinations efficiently.
- *Vehicle Care:* Perform ongoing basic maintenance of library vehicles, including refueling, cleaning/washing, monitoring general conditions, and scheduling professional service as needed.
- *Technology Transport:* Transport and safely deliver computer systems, technology equipment, peripherals, network devices, and critical administrative supplies across the region.

Library Assistant & Floating Public Service (Approx. 60%)

- *Floating Staff Support:* Adaptably "float" between service points and departments across the regional library system to cover staffing gaps and peak hours.
- *Front-Desk Customer Service:* Act as a primary point of contact for the public at circulation and computing desks, offering high-quality, friendly assistance regarding library services, fees, and operational policies.

- *Circulation Support:* Check library items in and out using the computerized circulation system, process holds, manage book drops, and separate new arrivals for display.
- *Collection Care:* Sort, arrange, and shelve books, magazines, newspapers, and audiovisual materials accurately according to system classification.
- *Digital Literacy & Tech Help:* Guide patrons with public computer access, printing, and general internet navigation.
- *Bilingual Services:* Actively assist a diverse patron population, communicating effectively with both English and Spanish-speaking community members.

Regional Operations & Facility Care

- *Property Walkthroughs:* Perform physical walkthroughs of assigned library properties, checking general building conditions and noting any maintenance items that need attention.
- *Facility Maintenance:* Help maintain clean, organized, and welcoming environments by routines such as handling garbage/recycling removal to designated bins and cleaning workspaces.
- *Administration & Communications:* Answer telephone lines, route messages to appropriate personnel, manage room reservations, and track/report program or class statistics as requested.
- *Professional Growth:* Attend regional meetings, webinars, and training workshops to stay up to date on library operations.

Requirements of Position

Required Knowledge & Skills

- *Adaptability:* Exceptional ability to shift focus easily between independent driving tasks and customer-facing library services in a fast-paced environment.
- *Communication & Service:* Excellent interpersonal skills to provide top-tier customer service to co-workers, patrons, and a diverse public.
- *Logistical Navigation:* Ability to understand directions, follow strict routing schedules, and maintain safe driving techniques at all times.
- *Tech Savvy:* Competency with basic Microsoft Office or Google Workspace applications, the Windows operating system, the internet, and peripheral technology equipment.
- *Efficiency:* Strong time-management skills to complete clerical, transport, and facility assignments quickly and accurately.

Minimum Qualifications

- *Driving Credentials:* Must possess a valid driver's license with an excellent driving record, insurability, and consent to a Motor Vehicle Record (MVR) check.
- *Education:* High school diploma or GED equivalent.
- *Experience:* Minimum of one (1) year of customer service, clerical, delivery, or general public-facing work experience.
- *Background Check:* Must successfully pass a comprehensive criminal background check.
- *Physical Requirements*:
    - Ability to navigate library branches and property areas to access high/low materials, climb ladders, reach overhead, and perform light facility support.
    - Ability to position oneself to safely connect, examine, and transport computer hardware, monitors, and networking devices.
    - Ability to move, manage, and transport loaded hand trucks or book carts weighing up to 100 pounds across facility floors.

- Ability to lift, carry, and relocate boxes or equipment containers weighing up to 50 pounds.

Preferred Qualifications

- *Bilingual Skills:* The ability to speak conversational or fluent languages in addition to English (highly prefer Spanish) is highly desirable.
- *Specialized Experience:* Prior experience in commercial delivery, vehicle fleet support, or building maintenance is a plus.
- *Advanced Education:* Additional degrees or relevant certifications in a related field are highly desirable.

To Apply

To be considered for this position, please submit both a **cover letter** and a **resume** using one of the following methods:

1. *By Email:* Send your application to **ngrljobs@gmail.com**.
2. *Via Indeed:* Apply directly through the Indeed job posting.

Important Application Requirements

- *Include Position ID:* **NGRL-Courier-1026** must be included in your email subject line or within your Indeed message/cover letter.
- *Correspondence:* All questions or status updates must be sent via email to **ngrljobs@gmail.com** or through the Indeed interface.
- *No Calls or Visits:* Please do not call or visit any library branch regarding your application status.
- *Note:* Following these instructions is part of the application process; failure to do so may result in disqualification.