



**DEPARTMENT:** Bookmobile Services

**DIVISION:** Community Service & Program Development (CSPD)

**JOB LEVEL:** Management 1 (M1)

**STATUS:** Exempt

**ORGANIZATIONAL RELATIONSHIPS:**

**Reports to:** Division Chief of Community Services & Program Development and works collaboratively with Director of Branch Services and other staff in all departments as needed.

**Supervises:** Bookmobile Associate and Assistant(s)

**OVERVIEW:**

Reaches residents in the 65+ square mile district with library services under general direction of the CSPD Division Chief. Has wide latitude in judgment for the management of the Bookmobile vehicle, including staffing, schedules, routes, partners, programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Safe Operation of the Bookmobile**

- Drives the Bookmobile safely along a set scheduled route, which varies by day and week
- Ensures the Bookmobile is fueled, orderly and ready for business each day
- Evaluates the operational efficiencies along with Bookmobile Associate and Bookmobile Assistants
- Manages daily vehicle checklist and logs and immediately communicates vehicle issues to the Maintenance Department noting mechanical and body defects to the vehicle
- Ensures safety of Bookmobile operation
- Ensures safety of children and customers approaching and boarding the Bookmobile
- Takes action and knows the procedures to deal with potentially disruptive or unsafe situations
- Calls 911, notifies Library Security and submits an Incident Report if customers require assistance of police, medical or other emergency services

**Maintains Routes, Schedules and Collections to Serve Library Customers**

- Plans and manages routes including the scheduling of the Bookmobile at various locations within the community and implements changes, as necessary
- Assists Bookmobile customers with questions and information requests
- Collaborates with Collections Services regarding customer trends, material selection, and other materials for the Bookmobile
- Collaborates with Volunteer Coordinator to ensure a sustainable and viable volunteer program
- Coordinates with CSPD staff to establish community partnerships and offer programs aboard the bookmobile
- Partners with community organizations to foster cooperation with the Library and Bookmobile Services
- Listens to public/partner feedback and makes recommendations to CSPD Division Chief

**Bookmobile Department Management**

- Plans and manages Bookmobile Services annual department budget
- Hires, schedules and manages Bookmobile staff



- Monitors Bookmobile staff attendance and hours in Paycom payroll system
- Works to develop a positive, collaborative, and strong Bookmobile Services team
- Analyzes data from the Integrated Library System and other sources to determine effectiveness of current services and collections
- Based on data, collaborates with CSPD Division Chief and Director of Branch Services in establishing short-term and long-term goals for Bookmobile Services
- Writes and submits monthly summaries by designated deadlines, including data regarding door counts and circulation statistics
- Communicates with Public Relations & Development Division for updates to website and social media sites
- Ensures graphics, copy requests for promotional materials and online calendars are up-to-date and submitted timely by Bookmobile staff
- Evaluates effectiveness of Bookmobile programs and partnerships

#### **Professional Role**

- Interprets and implements Library and Bookmobile policies and procedures
- Researches, recommends and implements technology
- Participates in professional organizations such as ABOS and B'LONG
- Pursues opportunities to increase knowledge of Bookmobile vehicle and services
- Seeks opportunities to publicly present the benefits of GBPLD's services
- Organizes and leads meetings and training sessions with Bookmobile team
- Participates in monthly CSPD Division meetings, annual retreats and other staff meetings and training sessions as required
- Maintains awareness of current library materials, societal fads, trends, and news, making appropriate referrals and recommendations to best serve the library's diverse constituencies
- Performs other library related and Bookmobile vehicle duties as assigned \*

#### **REQUIRED EDUCATION/EXPERIENCE:**

- Bachelor's or Associate's degree and a minimum of 2 years of supervisory experience
- Valid Commercial Driver's License (CDL)
- At least 1 year experience driving a commercial vehicle or school bus
- Must have a record of safe driving for a minimum of 5 years
- Must successfully pass test driving and parking the Bookmobile
- Valid personal vehicle insurance
- Customer service experience
- Library ILS and library outreach experience a plus
- Spanish language a plus

#### **DECISION-MAKING:**

- Exercises good judgment and fairness when making necessary decisions as the Person-In-Charge
- Makes decisions, in collaboration with the CSPD Division Chief and Director of Branch Services for ongoing operations of the bookmobile and staff management



- Exercises sound judgment in interpreting established library policies and procedures when dealing with library customers, partners, volunteers, and other staff
- Determines opportunities for streamlining bookmobile services for maximum efficiency

**KNOWLEDGE/SKILLS/ABILITIES:**

- Knowledge of the rules of the road and safety protocol for Bookmobiles or large vehicles
- Must have strong public service focus making customers and their needs a primary objective of one's actions
- Ability to communicate, verbally and in writing, with all segments and levels of staff and the public in a courteous and pleasant manner
- Ability to establish and build productive working relationships with other staff and customers
- Ability to supervise others and provide coaching and feedback as necessary
- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Ability to work independently, as well as a team-member, and think "outside the box" to address and solve problems
- Ability to prioritize, multi-task and manage time efficiently and effectively in a fast-paced environment
- Ability to organize and coordinate one's own work and that of supervised support staff
- Must be a self-starter and show initiative by taking prompt action to accomplish goals
- Must be able to identify opportunities for partnerships and takes action to build on those relationships whether they are internal or external
- Interprets statistical data and web information
- Must be detail-oriented with good organizational skills to meet deadlines
- Must be dependable and punctual
- Must be able to manage stress and maintain stable work performance under pressure
- Experience and ability using Microsoft Office, e-mail, Internet browsers and other computer applications
- Ability to learn software and room/equipment reservation applications
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements or structures

**TOOLS/EQUIPMENT:**

Use of the following equipment: bus/truck driving, book cart, calculator, computer and laptop with mouse, iPad, photocopiers, printer, public address system, public access catalog terminal, telephone, mobile phone, radio, and fax machine, ILS system.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- Must be able to hear, comprehend and respond to the library user in person, through telephone conversations, and in writing



- Must be able to speak distinctly to small and large groups of people
- Must have visual ability to drive in various weather conditions, see computer screen, and read printed text
- Must be able to manipulate mobile phone, computer keyboards, and vehicle equipment
- Must be able to alphabetize and sort items in numerical order
- Must be able to manipulate or move objects weighing up to 40 pounds
- Must be able to work in an enclosed, moving vehicle
- May be required to stand for extended periods of time
- Must be able to walk distances of more than 100 feet and walk up and down stairs
- Must be able to work and drive in all types of weather, from snow, ice, rain to summer heat
- Must be able to lift, move and rearrange items located in the Bookmobile
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to perform repetitive hand motions for extended periods of time
- Must be able to bend or stoop to inspect underneath the Bookmobile
- Must have flexibility to maneuver in and out of the driver's seat
- Must be able to work scheduled evenings and Saturday hours and meet general attendance requirements with flexibility in schedule

\* The scope of the job may change as necessitated by the library's operational demands