



DEPARTMENT: Bookmobile Services

DIVISION: Community Service & Program
Development (CSPD)

JOB LEVEL: 7

STATUS: Non-exempt

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Manager of Bookmobile Services and works closely with Bookmobile Assistants and staff in all departments as needed.

OVERVIEW:

Under direction of the Manager of Bookmobile Services, operates the library Bookmobile, assists Bookmobile customers and works with community partners to reach residents with library services within the 65+ mile district area.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Maintains Routes, Schedules and 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
- Manages daily vehicle checklist and logs and immediately communicates vehicle issues to Bookmobile Manager and Maintenance noting mechanical and body defects to the vehicle
- Follows Rules of the Road and safety protocols ensuring safe 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 Library Collections and Services for Library Customers

- Assists Bookmobile customers with questions and information requests
- Uses ILS for check out of materials, extended usage fees, library card registrations
- Ensures appropriate materials are shelved for the audience of the day's route
- Works with volunteers and Bookmobile Assistants to serve customers at stops
- Assists staff and volunteers with programs aboard the Bookmobile

Bookmobile Department

- Works with other Bookmobile staff to develop a positive, collaborative, and strong Bookmobile Services team
- Reports trends, material requests, and other recommendations to Bookmobile Manager
- Analyzes data from the Integrated Library System and other sources to determine effectiveness of current services and collections
- Provides Bookmobile Manager input and feedback in establishing goals for Bookmobile Services



- Collects and reports data regarding door counts and circulation statistics for Bookmobile Services
- Writes and submits reports as requested by Bookmobile Manager
- Communicates with Public Relations & Development Division for updates to website and social media sites in absence of the Bookmobile Manager
- Submits graphic and copy requests for Bookmobile promotional and informational materials
- Enters online Bookmobile calendar events and reports attendance numbers

Professional Role

- Interprets and implements Library and Bookmobile policies and procedures
- Recommends opportunities for streamlining Bookmobile Services for efficiency
- Attends Bookmobile team meetings and training sessions
- Pursues opportunities to increase knowledge of Bookmobile vehicle and services on an ongoing basis
- 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:

- Associate's degree or commensurate 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 in the absence of the Bookmobile Manager
- Makes decisions, in collaboration with the Bookmobile Manager and Maintenance staff for ongoing safe operations of the bookmobile
- Exercises sound judgment in interpreting established library policies and procedures when dealing with library customers, partners, volunteers, and other staff

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 assistants, volunteers and provide 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 (snow, ice, rain, 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