

Montgomery County-Norristown Public Library

State-designated District Library Center Serving Montgomery County's 35 Local Public Libraries

1001 Powell Street, Norristown, PA 19401-3817 ~ Telephone (610) 278-5100 ~ Fax (610) 277-0344

Assistant Department Head, Bookmobile and Outreach Services

This is a full-time position of 37 hours per week including day, evening, and weekend shifts. Supports the Department Head by scheduling and overseeing the work of staff, addressing and reporting disciplinary challenges, preparing and submitting timesheets, responding to personnel, facility, and vehicle emergencies effectively, and other duties as required by the Department Head. Also must be familiar with all department operations and be willing and able to substitute for all other support staff positions in the department as needed. Outstanding interpersonal skills are imperative.

Responsibilities

- **Staff Supervision:** Handles personnel issues and scheduling when Department Head is not available.
- **Public Service Responsibilities:** Act as head of circulation operations for the Books Go Round (BGR), Extension (EXT), and Words on Wheels (WOW) bookmobiles and the Books by Mail program: enforce policies and procedures, administer patron accounts and billing, reconcile cash boxes and checks, direct the processing and shelving of materials, track and resolve missing materials, address customer service feedback and material requests, collect and distribute statistics.
- **Back-Office Responsibilities:**
 - Overdue processing (sending out notices, checking shelves, clearing records, and following up on notices).
 - Handling patron concerns such as missing items, replacement costs, fines, claims returns, and service issues.
 - Checks Interlibrary Loan reserves.
 - Oversees the sorting and distribution of materials for the Pony Express delivery service.
 - Assists with the fleet management of the bookmobiles and delivery vans; ensures weekly execution of vehicle preventative maintenance procedures, schedules vehicle inspections and service appointments, maintains vehicle keys, registrations, insurance and owner's cards, reconciles fuel bills, processes invoices, and directs the internal/external cleaning of vehicles.
 - Maintain, update, and publish department service schedules for patrons in print and online.
 - Assists Department Head with design and delivery of outreach programming to department service populations.
 - Assists Department Head in marketing department services in print, online, and in person. Distributes newsletters to municipalities. Participates in MC-NPL social media. Takes a lead role during bookmobile appearances at municipal community days and other promotional events.

Organizational Relationships

- Maintains positive working relationships with other MC-NPL departments and branches.
- Represents department to external agencies including, but not limited to: service providers, schools, non-profits, residential facilities, district libraries, local municipalities, and County government.

Qualifications for Employment

- Must hold a Bachelor's degree from a 4-year institution of higher education, **OR** have a High School Diploma/GED and 10-15 years of previous work experience, with 3-5 years in a library setting.
- Prior supervisory experience with evidence of progressively increasing responsibility is required.
- Must be computer literate and have working knowledge of Microsoft office software.
- Must possess familiarity with library automation systems.
- Excellent communication and organizational skills required.
- Must demonstrate good problem-solving skills.
- Must have valid, points-free, PA driver's license and the ability to work at any of the Library's locations.

Physical Demands or Requirements (use * to indicate essential requirements)

Strength/movement requirements

- *Able to lift or move 40 pounds*
- *Able to bend to floor level and/or reach overhead*
- *Able to stand and/or walk for a 2-hour period*
- *Able to sit for a 2-hour period*

Manual/physical dexterity requirements

- *Able to manipulate keyboard of computer, typewriter or other office equipment*
- *Able to manipulate mouse, pointing device or other input device*
- *Able to manipulate data cables, cords, connections, or similar power and data devices*
- *Able to manipulate pages of books, insert and remove disks, manipulate library materials*

Communication requirements

- *Able to use telecommunication devices to hear and speak with staff and public*
- *Able to see, understand, and create written material*

Potential employment is contingent upon completion of the PA State Mandated Reporter Training, and submitting to employer within 30 days of date of hire the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check.

Qualified applicants, please email a cover letter, resume and a completed employment application to Thomas Fluharty, Department Head, Bookmobile and Outreach Department, at fluharty@mclinc.org. To download employment application, visit: www.mc-npl.org. EOE