

**Montgomery County-Norristown Public Library
Position Description**

Position Title:	Support Staff II, Bookmobile Operator, Seniors Outreach
Supervisor:	Head, Bookmobile and Outreach Services Department
Number of Employees directly supervised:	0
Fair Labor Standards Act status:	Non-Exempt

Statement of Responsibilities

This is a full-time position working 37.0 hours per week primarily on weekday shifts, with occasional evening and weekend shifts.

Responsible for providing outstanding library outreach service to the public. Supports activities of the Bookmobile and Outreach Services Department by operating the Words On Wheels seniors outreach bookmobile and driving "Pony Express" delivery vans on regularly scheduled routes and timetables. When not staffing vehicles, provides back office support to department operations Cover other library departments and branches, as needed. Must be self-motivated and have a positive attitude towards customer service. Must possess personal integrity, a strong work ethic, and the ability to work individually or on a team.

This position primarily serves 55+ year old patrons at senior residential facilities and activity centers. The mission focus is to deliver public library services to seniors that may experience challenges in accessing a library building. Staff consistently provide exceptional customer service to this special service population.

Organizational Relationships

Maintain positive working relationships with other MC-NPL departments and branches. Represent department to external agencies including, but not limited to: service providers, schools, nonprofits, consortiums, district libraries, local municipalities, and county government.

General Responsibilities and Examples of Work

General:

- Carries out job functions without posing a health or safety threat to self or others.

All Vehicles:

- Drives vehicles safely and courteously on set routes and timetables throughout county.
- Respects property, staff, and public at delivery and host sites.
- Fuels vehicles.
- Monitors overall mechanical condition of vehicles.
- Performs and reports minor preventive maintenance on vehicles.
- Reports needed vehicle repairs.
- Cleans interior and washes exterior of vehicles.
- Maintains loading docks, garage, and work areas.

Bookmobiles:

- Helps coordinate and publish the monthly bookmobile stop schedule.
- Help deliver library programming.
- Registers patrons for library cards.

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- Places and processes patron hold requests.
- Circulates library materials.
- Collects fines and fees.
- Maintains library collection.
- Advises patrons on selection of library materials.
- Answers patron reference questions and/or refers them to appropriate resources.
- Answers patron policy and technology questions and concerns via phone, email and in-person.
- Performs various library clerical functions
- Works on special projects, as assigned.
- Markets library services and programs.
- Represents library at municipal community days and other library outreach events.

Delivery Vans:

- Performs pickups and deliveries of inter-library loan materials at branches and district libraries.
- Handles all library materials respectfully.
- Loads and unloads materials from van safely.
- Sorts and routes library materials accurately and quickly.

Qualifications for Employment

- Must have completed at least one academic year of post-secondary school education, or possess at least 5-7 years previous work experience.
- College degree preferred.
- Must have working knowledge of adult fiction and adult non-fiction books.
- Experience working with the 55+ year old service population preferred.
- Excellent spoken and written communication skills.
- Excellent computer literacy.
- No points on PA State driver's record.

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

Physical Demands or Requirements (* indicates essential requirement)

Strength/movement requirements

- *Able to lift or move 30 pounds
- *Able to bend to floor level and/or reach overhead
- *Able to stand and/or walk for 2 hours at a time
- *Able to sit for 2 hours at a time

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

June 25, 2021