

Montgomery County-Norristown Public Library Position Description

Title:	Seniors Outreach Bookmobile Coordinator
Classification:	Support Staff III
Department:	Bookmobile and Outreach Services, Main Library
Supervisor:	Department Manager
Number of Employees Directly Supervised:	0
Primary Work Location	Norristown, PA
Fair Labor Standards Act Status:	Non-Exempt
Hours:	Full-Time, 37.0 hours/week
Schedule:	Days, Occasional Evenings and Weekends

Statement of Responsibilities

As a direct report to the Department Head, lead the activities of the seniors bookmobile team, Words On Wheels (WOW). Provide library outreach services to 55+ year old patrons at residential facilities and activity centers throughout the county. Establish positive working relationships with facility and center staff. Schedule the WOW for regular visits. Communicate schedules, policies and procedures to all stakeholders. Develop and maintain the WOW collection. Design and deliver outreach programs. Provide reader's advisory to seniors. Drive and operate bookmobiles and cargo vans on scheduled routes.

The mission focus is to deliver public library services to seniors that may experience challenges in accessing a library building. The WOW team consistently delivers exceptional customer service, demonstrates high engagement, and establishes persistent relationships with 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

All Vehicles:

- Drives vehicles safely and courteously on set routes and timetables throughout county.
- 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 and Office:

- Registers patrons for library cards.
- 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 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.

Leadership:

Be a model of excellence for WOW team members. As team lead, coach team members on WOW operations and patron engagement.

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Position Description

Outreach:

Scheduling

Prioritize requests for WOW service. Coordinate the WOW service routes and stop schedule. Answer WOW schedule questions.

Reader Advisory

Develop and distribute suggested reading and themed booklists. Provide reader advisory services to seniors.

Programming

Coordinate the development and delivery of WOW library outreach programming to the age 55+ service population. Exhibit outstanding engagement with seniors when delivering library outreach programming.

Communication

Coordinate WOW marketing efforts to targeted service populations, including websites and social media. Publish and distribute the WOW schedule, policies and procedures to all stakeholders.

Collection Development:

Participate with department staff in collection development and maintenance for the age 55+ service population, including book selection and weeding.

Record Maintenance and Reports:

Collect and report monthly and annual statistics.

General:

- Carries out job functions without posing a health or safety threat to self or others.
- Perform other duties and special projects, as assigned by the department manager.

Qualifications for Employment

- Completion of at least two academic years of post-secondary school education or have at least 7-10 years of work experience. College degree preferred.
- Working knowledge of adult fiction and adult non-fiction books.
- Experience working with the age 55+ 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 3 hours at a time
- *Able to sit for 3 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

November 01, 2021