

Job Title: Mobile Branch Manager

Reports to: Assistant Library Director

FLSA Status: Non-Exempt

SUMMARY

The Mobile Branch Manager plays a key role in making library services accessible to all residents of Craighead County. Responsibilities include overseeing all operations of the bookmobile, including but not limited to: offering programs to patrons of all ages, promoting the library in the community, assisting groups and individuals with various information needs, driving (as needed) and maintaining the bookmobile. This position also includes filling in for library branch managers as needed. This position is full-time with somewhat flexible hours, including some evenings and weekends.

RESPONSIBILITIES AND JOB DUTIES

- **Programming and Community Visits**
 - Provide programs and activities for patrons of all ages.
 - Keep track of programming statistics and submit to the Library Director monthly.
 - Continuously evaluate current programs and activities for future service needs.
 - Plan Bookmobile routes to serve patrons on the most effective days and times.
- **Customer Service**
 - Provide excellent customer service to all library patrons.
 - Provide reference and reader's advisory services.
 - Issue library cards, check out items, collect fines, resolve issues with patron accounts, and ensure patron records are updated regularly.
 - Charge patrons for damaged materials and notify them.
 - Resolve any issues that may arise.
 - Maintain patron confidentiality according to state and federal laws.
- **Supervision and Leadership**
 - Coordinating and overseeing all aspects of the bookmobile operations, including supervising the Bookmobile Driver, and notifying the Driver of upcoming events in a specific manner designed by the Assistant Library Director.
 - Supervise any staff, interns, or volunteers assigned to the bookmobile. Carry out supervisory responsibilities in accordance with the library's policies and applicable laws. Responsibilities may include planning, assigning, and directing work; appraising performance; and addressing and resolving issues that arise.
 - Ensure all procedures are followed appropriately.
 - Represent the bookmobile at branch meetings.
 - Commit to professional growth and development.

- **Collection Development**
 - Work with the main library to maintain and develop the branch collections as outlined in the collection development policy.
 - Shelf and keep materials in order on shelves. Shift the collection as required.
 - Inspect returned materials for damage and ensure all materials in the collection are in excellent condition.
 - Record and analyze usage statistics of library materials to evaluate current practices and future needs.
- **Marketing and Public Relations**
 - Work with the Public Relations Department to promote library events and programs.
 - Assist in setting up a library booth outside of the bookmobile at various community and business events to promote the library.
- **Facilities Maintenance**
 - Perform custodial work in all areas before and after events and usage of the bookmobile to maintain a clean environment.
 - Coordinate and schedule routine and non-routine mechanical maintenance, inspections, and repair work to Bookmobile and report all maintenance to the Assistant Library Director.
 - Maintain a log of fuel, maintenance, repairs, and mileage daily; submit log to the Assistant Library Director monthly.
 - Report any issues with the bookmobile to the Assistant Library Director or the Library Director.
- **Additional Duties**
 - Run daily reports to assist in sending patron notices, pulling from the various holds lists, etc. using the library's integrated library system.
 - Additional duties will be assigned by the Director or Assistant Director as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Some college education preferred; and/or three years of related customer service experience and training; or equivalent combination of education and experience. Library or supervisory experience preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as operating manuals, various publications, and procedure/policy guidelines. Ability to write routine procedure guidelines, reports, and correspondence. Ability to communicate effectively to other library employees, volunteers, and interns; the general public; outside vendors; and library patrons. Ability to speak effectively before groups of library employees, patrons, and the general public.

MATHEMATICAL SKILLS

Ability to understand and apply basic math principles as applicable to this position.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in various situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

While performing the duties of this job, the employee is frequently required to talk, hear, stand, sit, walk, bend, stoop, reach with hands and/or arms, and use hands and fingers to handle items. The employee is occasionally required to kneel, climb, and balance. The employee must frequently lift and/or move up to 10 pounds; and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The physical demands of this position will require the employee to operate a large vehicle. This demand requires the employee to have the ability to work in a constant state of alertness and in a safe manner. An employee under the influence constitutes a threat to health or safety. This position is considered a safety sensitive position for the purpose of the Medical Marijuana Law.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.