



LICKING COUNTY LIBRARY

Job Description Mobile Services Supervisor

Department: Outreach & Programming
Reports To: Outreach & Programming Manager
Job Classification: Full-Time Staff Member, 37.5 hours/week; Non-Exempt; Rate of Pay for Non-MLIS Supervisor: \$19.00/hour; Rate of Pay for MLIS Supervisor \$22.15/hour; dependent upon qualifications; Fringe Benefit Eligible; OPERS Retirement

Job Summary: The Mobile Services Supervisor serves as the liaison between community partners, educators, homebound, jail service and individuals served by the library through the Mobile Services Department. The Mobile Services Supervisor is also responsible for managing the day-to-day departmental activities within established policies, practices, and guidelines of the Library. The Mobile Services Supervisor coordinates library mobile services to further market the library as well as reach out to non-users, the underserved, and people with special needs within the community while staying current and tailoring services to meet those needs.

Mission: *To serve our community of lifelong learners.* The Mobile Services Supervisor supports that mission by providing a unique opportunity to improve public image within the service community and offer excellent collaboration with community leaders, groups, and organizations that will enhance overall library service and provide library service to those that are traditionally underserved or unfamiliar with the public library.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library customers, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external customers. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- Master's degree from an American Library Association accredited library school, preferred.
- Three years' supervisory experience is required.
- Insurable by the Library's auto insurance carrier.
- Valid driver's license and access to a vehicle to provide own transportation when participating in off-site library business.

- CDL Class B preferred.
- Library certification from the Ohio Library Council, preferred.
- Must successfully pass a background check and pre-employment drug screening.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Ability to lead, supervise, and motivate employees.
- Ability to drive safely and stay alert.
- Ability to ride and work in Mobile Library.
- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Embrace innovation and experimentation with emerging technologies and related tools.
- Maintain an awareness of developments in the field of public library service.
- Ability to effectively monitor, train, evaluate, coach, delegate and discipline employees as necessary.
- Excellent verbal, written, and telephone skills.
- Ability to maintain confidentiality of information handled.
- Ability to establish and maintain effective relationships with customers, staff, and the general public.
- Ability to speak to large and diverse audiences in a clear and effective manner.
- Ability to coordinate outreach events with applicable community partners and library staff (i.e. booths, parades, fair, etc).
- Keyboarding, filing, basic math, and alphabetizing skills.
- Ability to operate Library computer terminal and other equipment.
- Ability to follow verbal and written instructions.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to organize, prioritize, and finish work assignments.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public.
- Ability to recognize and respond to potential dangers to customers and staff.
- Ability and willingness to work with customers with specials needs.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

Essential Duties:

- Maintain safe and careful operation of Library motor vehicles by ensuring that all mobile services staff are completely trained in vehicle operations and safety procedures; including all other staff that are insured to drive a Library vehicle for outreach events.
- Develop, in conjunction with the Outreach & Programming Manager, goals and objectives for the Mobile Services Department and supports the Library's Strategic Plan.
- Supervise Mobile Services staff including scheduling of staff, performance management, approval of time sheets, etc.
- Provide exemplary customer service by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, monitoring behavior of library and mobile services customers, and ensuring that the mobile services vehicles and/or library is neat and orderly.
- Select and evaluate mobile services library materials and maintain a collection designed to meet the needs of the intended audience.
- Under the direction of the Collection Services Manager, will assist with collection development activities such as, purchase suggestions, ordering, preliminary deselection, etc. while maintaining a collection designed to meet the needs of the intended audience.
- Compile special collections as requested by educators and homebound customers based on profile, subject or title requests.

- Interact with diverse groups of individuals at community events and promote community awareness of the library and mobile services. The Mobile Services Supervisor serves as the principal contact for community groups, organizations, and individuals interested in Mobile Services.
- Oversee all automated/manual circulation and clerical duties as they pertain to Mobile Services, including 24/7 Library Kiosks, and assist customers both in the Library, on the Mobile Library, and at various community locations.
- Coordinate with the Outreach & Programming Manager any changes in the daily Mobile Library schedule due to weather, mechanical, staffing, and any other schedule changes that will need to be sent to appropriate media outlets.
- Collaborate with existing partners to provide service and/or promote the library, including but not limited to: schools, underrepresented communities, home delivery, senior facilities, special populations, and institutional libraries.
- Initiate, plan, develop, and promote innovative library services within the community specifically targeting areas not served by LCL buildings.
- Keep in touch with changing needs within the community and tailor services to meet ever-changing needs.
- Facilitate community partnerships by actively engaging other organizations to plan, develop, and implement new services, programs or events.
- Participate in interviewing, hiring, and training new employees; plan, assign, and direct work; reward and discipline employees; appraise performance; address complaints; and resolve problems.
- Prepare marketing materials according to Library guidelines and standards.
- Participate in training new hires that are going through the Onboarding Program.
- Sort and shelve materials as necessary, weed collections, and maintain databases.
- Communicate with facility contacts, customers and all Library staff regarding cancellations or other changes in service.
- Perform and arrange for Mobile Library maintenance including fuel, fluids, filters, interior/exterior washing, removal of snow and ice, etc.
- Represent the library at community outreach events such as parades, festivals, etc.
- Seek and write grants for outreach service opportunities.
- All other duties as needed or as assigned.

Additional Duties:

- May attend library continuing education activities.

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Created: May 26, 2017

Revised: June 13, 2024

I understand and will effectively perform the duties & requirements specified in this job description.

Employee Signature

Date