



**Yakima Valley Libraries**  
102 N 3<sup>rd</sup> St • Yakima, WA 98901 • 509.452.8541 • [www.yvl.org](http://www.yvl.org)

**TITLE: Library Associate Supervisor – Bookmobile (Mobile Services Department)**

**FLSA: Non-Exempt**

**Location: Service Center**

**Posting Date: November 21<sup>st</sup>, 2022**

**Closing Date: Open until Filled**

**Wage: \$18.15 – \$26.12 Grade: 5**

**Reports To: Outreach Services Managers**

**Hours per Week: 40**

**Schedule: Working hours are subject to change, will be scheduled according to the needs of the library, and may include variable days, evenings, and weekends.**

**Apply:** Electronic applications are available online at [www.yvl.org](http://www.yvl.org) or may be obtained at any YVL location and submitted to any Yakima Valley Library, fax to HR at 509-575-3403 or mail to:

Human Resources, Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

**Contact:** Human Resources; (509) 575-3433 or [hr@yvl.org](mailto:hr@yvl.org)

### **Minimum Qualifications**

1. Two years of college or an Associate of Arts degree from an accredited college.
2. Two years of increasingly responsible public library work.
3. Experience coordinating department level functions such as vehicle scheduling, staffing coverage, routine maintenance, communication with outside parties preferred.
4. Bilingual (English/Spanish – read, write, and speak) required.
5. In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
6. A valid Washington driver's license and clean driving record.

### **Job Purpose and Summary**

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries to support the following activities: circulation, information, reference and readers' advisory services; materials selection and collection maintenance and other public library services. Will uphold the concept of Intellectual Freedom, based on the First and Fourth

amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

### **Supervision Received and Exercised**

Receives general supervision from the Outreach Services Manager. This position exercises direct supervision over the day-to-day staffing for the Bookmobile and logistics of department services and vehicles.

### **Essential Duties and Responsibilities**

*Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.*

1. Serves patrons using high quality customer service practices. This includes greeting customers sincerely, speaking in a friendly manner, welcoming and serving patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledging the patron's presence as soon as possible, even if occupied; not communicating any value judgment when interacting with patrons; and verifying that the patron's needs are met.
2. Identifies and stays current with YVL service areas and understands their informational needs and interests.
3. Assists library customers by checking library materials in and out, issuing library cards, updating library customer records, and placing holds. Resolves issues related to library customer's circulation record. Performs readers' advisory and information services in response to customer inquiries.
4. Instructs customers in the basic use of library equipment and resources, including, but not limited to, logging in and out of public computer and printing stations, accessing library account information and paying fees online, searching the library catalog and placing holds, searching online databases, and using online learning tools. May assist customers in the use of tablets, e-readers, and other personal technology.
5. Identifies and builds relationships with organizations, businesses and other entities to establish and maintain bookmobile stops.
6. Maintains a schedule for the Mobile Services Department including logistical aspects of vehicle visits.
7. May provide updates to customers and/or facilities regarding Bookmobile service status.
8. Assists the Outreach Services Manager in developing and implementing objectives, monitors progress, and adjusts work plans as appropriate.
9. May assist in the selection, training, and motivation of Bookmobile personnel. Under the direction of Outreach Services Manager works with employees to

- correct deficiencies; assists in the resolution of a wide range of routine and non-routing personnel issues and difficult situations.
10. Responds to customer inquiries regarding library services and operation; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.
  11. Drives and operates vehicles to deliver library services and materials to designated locations on a predetermined schedule as needed.
  12. Cleans and disinfects work and public areas in library vehicles.
  13. May re-fuel vehicles as needed to ensure uninterrupted and on-time library service to scheduled stops.
  14. May perform storytimes and host library programs, as needed.
  15. Weeds for condition and works closely with appropriate staff to maintain a relevant and dynamic collection.
  16. Performs other duties as necessary.

**Knowledge of:**

1. Principles and practices of basic library work, including the Dewey Decimal System.
2. Customer services standards and protocols.
3. Both English and Spanish language usage, spelling, grammar, and punctuation.
4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
5. Knowledge and support of principles of Intellectual Freedom and the Library Bill of Rights.

**Skill in:**

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Facilitating the delivery of high quality, customer-focused library services to customers.
3. Working effectively, with a teamwork orientation, in daily activities as well as, addressing problems and unique situations.
4. Using independent judgment and making good decisions when resolving problems relating to patrons.

**Ability to:**

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries' in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.

3. Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population.
4. Consistently demonstrate effective customer service behavior(s).
5. Learn and master the integrated library system procedures related to circulating materials, handling patron's accounts, and other relevant procedures.
6. Maintain and organize a schedule of Bookmobile visits and staff.
7. Drive and operate large vehicles.
8. Maintain confidentiality of customer information.
9. Establish and maintain effective working relationships in a team environment.
10. Use initiative, problem-solving skills, and sound judgment.
11. Work quickly and accurately; follow directions; meet deadlines.
12. Attend work on a regular and dependable basis.

**Work Environment and Physical Demands:**

1. Work is performed primarily in a mobile library environment, which does not include running water or other personal use facilities. This includes driving large vehicles year-round.
2. May be required to work both indoors and outdoors in a variety of weather conditions.
3. May be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 45 lbs. and/or push and/or pull objects weighing up to 120 lbs. with mechanical assistance, such as a cart or dolly. May occasionally be required to push and/or pull objects weighting up to 200 lbs. on a wheeled cart.
4. Interaction with library system staff, library customers, other libraries, agencies and organizations, will be necessary.