

Old-timer Tips for New Bookmobile Managers



Presented by

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The Why Question?

- What is your mission?
- Who do you serve?
- Do we really need to be so formal?

The Why Question?

- The director might ask you to justify your service.
- Criteria to add services.
- Objective reasons to change, downsize, and cancel services.

Your Most Important Asset?

- The Mobile Unit?
- The Collection and Library Resources?
- Your Mechanic?
- Your Staff?

**YOUR MOST
IMPORTANT ASSET?**

YOUR STAFF !!!

Working with People: Staff

**Ways to motivate your staff
to achieve the best public service.**

Your suggestions please:

Working with People: Staff

Ways to motivate your staff to provide the best public service.

- Tell your staff you appreciate their hard work.
- Honest Communication
- Training and retraining
- Getting staff feedback
- Taking staff challenges seriously
- Be an advocate for your staff
- Being objective on staff evaluations
- Confronting problems while they are small
- Balancing the manager in you

Working with People: Staff

If we assume that your most important asset is your staff then staff safety must be a priority.

How do you keep staff safe?

Suggestions please.

Working with People: Staff

Staff Safety

- Driver training
- How to handle an accident
- Personal safety training
- Working in pairs
- Providing Cell phones
- Finding safe visit sites
- Partnerships with police
- Weather related criteria
- Cancelling or calling them in



Working with People: Administration

The Three Realities:

- Some will be thrilled with your department and promote your service.
- Some will question the rationale of this sort of service and look for ways to limit or eliminated the service.
- Some will be neutral and ignore you.

Working with People: Other Library Staff

- ❑ Often don't know what you do and are suspicious.
- ❑ Don't understand why your rules are different than theirs. - - OR—
- ❑ Might make you comply with their rules even though it doesn't make sense.
- ❑ Resent you taking "their" library resources.

HOW DO WE LIVE IN HARMONY??

Organizing Your Department

Making Forms Your Friend

- Commonly used information
- Share them in a common “shared” departmental file.
- Paper file of masters.



Organizing Your Department

Basic Forms:

- Edie's best Excel tip
- Application for Service – schools, seniors, homebound
- Library card registration forms
- Translations of forms if you live in a diverse community.
- General renewal information
- Overdue or late material explanations
- Material reconsideration forms
- Schedule forms

Organizing Your Department

Schedules and Calendars:

- Consistent pattern easily remembered
- Allow for “in” days for routine maintenance and restocking and rotation
- Using the 5th week.
- Taking advantage of Monday holidays for “in” days.
- Use “in” days for make-up dates, staff appointments etc.
- Ideas for working around Holidays

Organizing Your Department

Finding a suitable stop

- What do you look for?
- How long does it take to build it?
- When do you pull the plug?
- What is your criteria for circulation?
- How long do you stay?
- What type of cooperation do you need from the visit site?
- What is your source of power?

Organizing Your Department

Marketing the stop

- Local media outlets
- School calendars, nursing home activity calendars
- Distributing bookmarks on the unit.
- Using the homepage
- Real Estate type signs
- Pole signs
- Glitz "open" and flags
- Library card sign-ups and library parties
- Excellent service – good word of mouth

Organizing Your Department

Using Technology

- ❑ If you aren't on-line, get on-line.
- ❑ External antenna
- ❑ Generators vs shoreline
- ❑ Finding free resources outside your library
- ❑ Email distribution lists
- ❑ Instant Message
- ❑ RSS, YouTube, Twitter, My Space, Facebook, Shutterbug, Smugmug



Organizing Your Department

Using Technology – Office tools

Integrating and Organizing with Excel

- Good investment in time – Excel class
- If you can't buy a database, build your own
- Learn to manage your data to:
 - Track your progress
 - Write reports
 - Anticipate questions
 - Prove your worth
 - Justify the need.

Organizing Your Department

Using Technology – Office tools

Organizing with Excel – The Database:

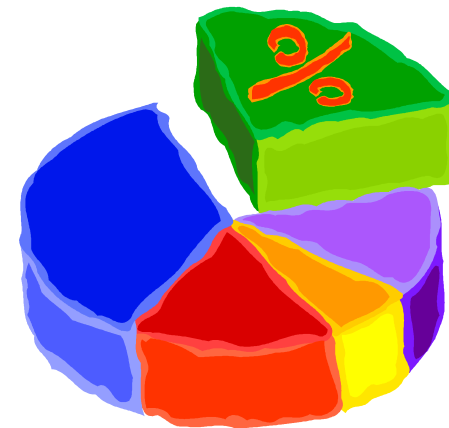
- *Names, address of institutions and stops*
- *Names of managers, activity directors, principals*
- *Schedule of stops and dates*
- *School or nursing home populations*
- *Daily, weekly, monthly, yearly circulations figures*
- *Average circulation per stop*

Organizing Your Department

Using Technology – Office tools

*Integrating into Word –
The Database:*

- *All the excel information can be integrated into Excel and Word documents*
 - *Weekly schedule templates*
 - *Unit schedules*
 - *Statistic sheets*
 - *Schedules for the homepage*
 - *Customized letters*
 - *Printed envelopes*
 - *Avery labels*
 - *Charts etc etc*



Organizing Your Department

The Collection:

-- Keeping the Collection Fresh ---

- *Emphasize the popular*
- *DVDs are essential*
- *Family-oriented – children material*
- *Best sellers*
- *Not a reference collection*

Best Piece of Advice from an Old Timer

- ❑ Get to know your fellow bookmobilers – they have a wealth of knowledge.
- ❑ Get active in the ABOS organization
- ❑ Use the list serv to ask questions
- ❑ Don't be afraid to borrow the ideas of other libraries
- ❑ Be proud of Outreach Services



Favorite Library Quote

The richest person in the world -
in fact all the riches in the
world - couldn't provide you
with anything like the
endless, incredible loot
available at your local
library.

~ Malcolm Forbes ~