Applications will be accepted until 5:00 p.m. on Monday, January 4, 2021. Applications can be found on our website www.mrcpl.org/jobs or at any MRCPL location. Please print, complete and submit application with letter of interest and current resume to any branch location or to the Business Office, 43 W Third St, Mansfield OH 44902.

Reports to: Deputy Director  FLSA Status: Exempt
Pay Grade: 30 ($56,409.60 to start)  Location: Main Library

Positions Supervised: Outreach Librarians, Outreach Specialists, Outreach Clerks, Volunteers

POSITION SUMMARY: Under broad supervision of the Deputy Director, the Outreach Services Coordinator is generally responsible for designing, directing, supervising, coordinating and evaluating the materials, services, initiatives and programming for all initiatives that take the library into the community; primarily focusing on the Lobby Stop and Books by Mail programs as well as the library’s Bookmobile.

QUALIFICATIONS:

1. MLS or MLIS from ALA-accredited university is required
2. Three to five years professional experience working in public library setting preferred
3. Experience training and supervising others, including work delegation, scheduling and evaluating performance
4. Advanced computer skills using Microsoft Office, GSuite, internet and email
5. Ability to read, write, speak and understand English
6. Experience managing the planning and implementation of complex system-wide programs, materials selection and distribution for all ages
7. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
8. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including
computers, phones and office equipment. Occasionally required to get on hands and knees to look for materials that have fallen under the shelves or stand on stool 14 ½ inches high to reach upper shelves.

9. Favorable results of pre-employment background check.

10. Reliable transportation in order to meet work requirements.

11. Valid vehicle operator’s license is required, with acceptable driving record and current vehicle insurance. Travel is required.

12. Required at time of hire: proof of eligibility to work in the United States.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)

2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)

3. Advanced knowledge of Dewey Decimal System and alphabetization principles

4. Knowledge of the principles, theories, concepts, functions and services of a public library and of library administration

5. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions

6. Awareness of community, including community resources, services, events (acquired after hire)

7. Ability to interact with individuals of diverse backgrounds and ages

8. Ability to speak publicly to audiences of varying size and demographics

9. Ability to understand and follow specific instructions

10. Ability to work independently in the absence of close supervision

11. Ability to prioritize work and efficiently carry out assigned tasks and projects

12. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested

13. Ability to remain mentally alert, focusing attention on detail and accuracy

14. Skill in exhibiting an attitude of professionalism, including tact, good judgment, dependability and courtesy

15. Excellent organizational skills and attention to detail and accuracy

16. Experience leading and mentoring staff to adapt to change and to grow in the profession

17. Ability to provide oral and written instructions to staff clearly and concisely

18. Ability to assume responsibility and demand accountability, when necessary

19. Ability to plan, schedule and supervise staff and their assignments fairly and consistently

**ESSENTIAL CORE COMPETENCIES**

*All MRCPL employees are expected to continuously demonstrate the following:*

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email

2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers
3. Ability to use good judgement and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of Library policies and applicable local, state and federal laws and the ability to interpret and communicate this information to staff and customers and ensure the Library’s compliance
9. Knowledge of and ability to use the content of the Library’s website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understanding and support the Library’s role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

**ESSENTIAL TASKS AND RESPONSIBILITIES:**

*Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.*

1. Consistently provide superior customer service.
2. Model behaviors that exemplify superior customer service.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Exhibit professional, courteous and approachable demeanor at all times.
5. Supervise and adequately perform all aspects of department operations.
6. As the leader of Outreach Services, continuously foster a culture of teamwork, inclusivity, creative problem solving, and openness to new ideas and change.
7. Work at the Public Service desk as needed, and professionally and non-judgmentally provide quick and accurate answers, using appropriate reference techniques.
8. Maintain awareness of the various communities within the county, seeking out opportunities to embed the library within the community through new programs and collections that take the library beyond its physical buildings.
9. Participate in community engagement efforts in collaboration with the Community Engagement Coordinator.
10. Recommend materials, services and programs to appropriate staff, Coordinators or Library Administration, based on outside contacts and knowledge of community needs.
11. Oversee all aspects of the Lobby Stop program, Books by Mail program and Bookmobile including staffing, scheduling, collection, and programming.

12. Occasionally prepare and present a variety of programs, presentations, displays and exhibits as requested by the Community Engagement Coordinator, community groups, or administration.

13. Drive Outreach Services vehicles.

14. Deal tactfully and professionally with unhappy customers, resolving the customer’s issues while explaining and adhering to Library policy.

15. Oversee all Outreach Services programming and approve publicity requests.

16. Evaluate program and service statistics, system wide, and provide monthly narrative to the Deputy Director.

17. Regularly evaluate and identify training needs in the Outreach Services Department.

18. Maintain current knowledge of all Library programs.

19. Meet and communicate frequently with the Deputy Director on all issues and together set goals and develop objectives for the Outreach Services Department.

20. Work with Collection Resources Coordinator and Outreach librarians to oversee the development and maintenance of department collections, including online sources.

21. Research and recommend new collections, resources, and services to the Deputy Director, as indicated by trends in the Library field.

22. Serve as a member of the Coordinator’s Group and attend Leadership Team meetings, working cooperatively with the Director on matters related to Library policies, procedures, projects and plans.

23. Interpret Library policy and procedure to staff and public as appropriate.

24. Participate in budgetary planning and monitor spending of moneys in assigned areas.

25. Represent the Library publicly at meetings and other activities, as directed.

26. Monitor and evaluate the effectiveness, efficiency and quality of services, policies and procedures, bringing recommendations to the Deputy Director as appropriate.

27. Supervise staff and volunteers, planning, organizing and directing work activities, participating in hiring, conducting orientation and training, preparing performance evaluations and recommending disciplinary action if needed.

28. Hold regular staff meetings and act on issues raised in such meetings in a timely manner.

29. Provide timely feedback to employees.

30. Document and handle conflict situations, including disciplinary procedures, appropriately and consistently, working in cooperation with the HR Coordinator to address and resolve such situations in a timely manner.

31. Deal quickly and appropriately to emergency situations in accordance with library policies and procedures.

32. Maintain regular and predictable attendance and work a flexible schedule to meet departmental needs.

33. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

*Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.*
1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.

2. Coordinate training and supervision for department volunteers.

3. Regularly attend Branch Manager meetings.

4. Seek out grant opportunities where applicable to Outreach Services.

5. Actively participate in the planning and implementation of special events.

6. Collaborate with the Community Engagement Coordinator to monitor and evaluate web and social media for accuracy and appropriate and current content.

7. Recommend and implement policies and departmental procedures, evaluate effectiveness and suggest revisions as needed.

8. Oversee physical space, layout trends, space needs and usage in the Outreach Department and bring safety or maintenance concerns to the attention of the Facilities Coordinator.

9. Engage actively in professional development through training, reading, association memberships, meetings, and involvement in other relevant activities.

10. Utilize professional resources and connections to monitor changes in the field.

11. Attend meetings as scheduled by the Deputy Director.

12. Attend Staff Development Day, and additional workshops and seminars as assigned.

13. Perform additional tasks as required by the upward chain of command, which moves from the Outreach Services Coordinator to the Deputy Director to the Director.