



Pickerington Public Library

Position Title: Outreach Specialist

FLSA Status: Non-exempt full-time

Pay Range: Range 4

Objective of the position: The Outreach Specialist works individually and as part of a team to provide excellent public library service. In particular, by providing exceptional customer service to customers located primarily off library property. They are responsible for maintaining an orderly outreach collection of materials in a variety of formats, providing reader's advisory service, managing customer accounts, and providing classes/events for customers of all ages. They will coordinate with community partners and the library's public service departments to ensure the library has a presence at community events and minor public events, and confidently represent the library in the community to promote programs, services, and materials and to seek opportunities for new partnerships and collaborations. The Outreach Specialist may be called upon to provide general assistance as needed in any department.

Immediate Supervisor: Information & Research Services Manager

Date updated: February 14, 2022

Supervisory responsibilities: none

Job Summary:

- Plan, assist, and, conduct library classes/events and outreach services for customers of all ages under the direction of the event owner or department manager.
- Load and deliver materials to customers and agencies, as needed.
- Safely operate library vehicles and report any vehicle maintenance needs to the Facilities Maintenance Manager.
- Maintain up-to-date school and agency contact records to ensure consistent communication.
- Maintain up-to-date customer and agency reading/listening/viewing profiles in order to select appropriate materials for delivery and/or events.
- Compile and deliver book collections and teacher collections to agencies and individuals.
- Greet and assist library customers, both in person and over the phone, with basic directional questions and questions related to circulation services.
- Process customer fee payments.

- Assist library customers in person or by telephone/email with reference questions, and conducts the needed research using print and on-line reference tools to meet customer needs. Provides referrals when appropriate.
- Assist customers with process of setting up electronic devices with reading apps and other online resources.
- Assist customers in using library equipment, the library website and catalog, and library electronic resources.
- Perform collection management activities, based on knowledge of the community needs, usage levels, and relevance of materials. Provide feedback to selectors.
- Utilize knowledge of the collection and reader's advisory resources to provide reader's advisory service to customers of all ages.
- Assist customers who wish to place holds on specific titles.
- Maintain an outreach collection that meets the needs of customers of all ages.
- Perform a wide range of circulation duties including emptying book drops, checking in materials, organizing and shelving materials, checking out materials to customers, keying customer information into the library database, and checking shelves for overdue materials.
- Maintain confidentiality of customer records and accounts.
- Pull and process materials on reserve.
- Able to support all departments, including homework help center as needed.
- Participate in planning and improving library services through staff committees in support of the library mission, vision, and strategic plan.
- Be forward thinking and prepared to support the development of the library's outreach plan in order to be successful now and into the future.
- Demonstrate understanding of basic library routines and adheres to library policies and procedures
- Check e-mail and other library communications frequently to remain aware of the most current needs of the library and its services.
- Seek and participate in continuing education opportunities, such as OLC, in order to keep skills current and broaden knowledge
- Perform additional duties as assigned

Essential functions:

- Ability to interact tactfully and courteously with staff, other libraries' personnel, vendors, school administrators, businesses, and customers of all ages.
- Demonstrate adaptability to library needs.
- Ability to seize networking opportunities, build strong relationships and confidently represent the library in the community.
- Focused on the library mission, vision, and strategic plan and understands the position's role in support of those guiding principles.

- Ability to set priorities and use time effectively, including being highly organized with planning, scheduling, and delivering results.
- Ability to pay attention to detail.
- Ability to communicate with excellence, effectively and concisely, both verbally and in writing.
- Able to cooperate with other staff, promote teamwork and share information.
- Ability to exercise good judgment in work performance.
- Ability to maintain composure in stressful situations.
- Ability to stand and/or sit for long periods of time.
- Ability to lift or push heavy objects such as boxes of books and loaded book carts.
- Ability to drive and maneuver a light or medium duty box truck.
- Ability to meet the physical demands listed.
- Ability to work a flexible schedule, including evenings and weekends.

Position Requirements:

- Have obtained a Bachelor's Degree from accredited institution
- Provide an exceptional level of accuracy, thoroughness and attention to detail
- Have obtained three (3) years of customer service experience.
- Demonstrate knowledge of basic library principles, methods and procedures
- Maintain professional, businesslike behavior and appearance
- Demonstrate commitment to serving library customers and residents of the community
- Practical experience with electronic information delivery, as well as effective computer and mobile device skills.
- Able to troubleshoot library technology and equipment in person and remotely.
- Must maintain insurability under the Library's vehicle liability insurance coverage. Periodically drives to all Library locations; may travel for training and development assignments. Must have immediate access to personal vehicle.
- Must maintain a valid driver's license and a good driving record. May drive PPL vehicle if called upon.
- Must successfully pass a background check.

Physical Demands:

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions). While performing the duties of

this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk and hear. The employee must regularly lift up to 50 pounds and push a 60-pound cart. There may be an occasional requirement to lift or push more than 100 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Environmental factors: indoor/outdoor - offsite

Working conditions: Library operating/non-operating hours, including evening and weekends.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____