



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Outreach Specialist
Reports To: Outreach Supervisor
Division: Guest Services

Position Code: 1181-104
Classification: Non-exempt
Safety Sensitive: No
Date: 12/2024

JOB SUMMARY:

Under direct supervision issues and receives library materials, locates books and other materials, manages guests' library accounts, issues library cards, provides information about library accounts and Library by Mail service, shelves and files books and other materials, maintains shelves in orderly condition, and assists with basic collection maintenance.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent service to internal and external guests, including answering questions and helping guests locate materials and services of interest.
- Issues library materials and discharges returned materials from Library by Mail guests' records; places and fills system reserves as needed; routes returned materials to appropriate library.
- Performs the full range of circulation tasks and procedures using an automated circulation system.
- Answers the telephone using good guest service telephone skills; assists guests or refers them to appropriate staff.
- Obtains materials from library locations.
- Issues new library accounts and replaces library cards as necessary.
- Interprets guests' needs and connects them with appropriate resources.
- Uses effective techniques, good judgment, and established organizational values, policies, and procedures to resolve difficult situations with guests.
- Assists in preparing, receiving, sorting, and distributing mail for Outreach operations.
- Sorts and shelves books and other materials, including shelf reading for accuracy, and shifting for balance.
- Assists with loading and unloading materials from the Onsite and Kiosk libraries as requested.
- Drives library fleet vehicle to deliver and pick-up materials at Onsite and Kiosk libraries on occasion; loads and unloads materials; adheres to assigned delivery schedule.
- Performs collection maintenance, using standard lists as defined by the Collection Development department.
- Weeds materials for condition, age, superseded editions, and duplicates; processes missing and damaged items.
- Processes electronic mail, orders office supplies; types and copies materials and other items; performs other clerical tasks for the department.
- Gathers and reports statistical data.
- Provides and promotes information regarding library services, programs, policies, and procedures.
- Participates in staff meetings, engages in committee/teamwork, and completes training as necessary/required.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to Onsite and Kiosk libraries and other program sites, as directed.

INTERACTION:

- Frequent interaction with Library by Mail guests, and occasional interaction with guests at Onsite and Kiosk libraries, and other program sites.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Kiosk 24/7 Vending Library
- Vehicle (fleet)
- Vehicle Lifts

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

- High School diploma or GED; and
- One year of customer service experience.

Licenses and Certifications:

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Basic practices, policies, and operations of the library system.
- All technology, computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Typing or keyboard skills to enter and retrieve data using a computer.
- Filing alphabetically, numerically, using good spelling, and performing basic math computations.
- Using interpersonal skills necessary to effectively interact with internal and external guests to give and extricate information in a courteous and friendly manner.
- Understanding and following written and oral instructions
- Communicating effectively, both orally and in writing
- Using a computer to enter and retrieve data and information accurately and rapidly.

Mental and Physical Abilities:

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to effectively listen and problem solve.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to deal with problems involving several concrete variables in standardized situations,
- Ability to adapt to changing priorities and to work smoothly and cooperatively on a variety of procedures.
- While performing the essential functions of this job the employee is frequently required to move from place to place, reach, handle or feel, bend, stoop, crouch, crawl, kneel, speak and hear and lift and/or move up to 50 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move more than 50 pounds. Lifting/moving items weighing more than 50 pounds requires use of a lifting device or a team of two or more employees.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Typically, works in a normal office environment with some exposure to hazards associated with handling boxes of books, occasionally may work outdoors loading and unloading a cargo van in variable weather conditions.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.