CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Library Outreach Specialist** **UNION:1937**
SG:107
CLASS TITLE: **Library Specialist 2** **CS:N**
FLSA:Y
DEPARTMENT: **Library** **EEO4CODE:PP**
ENTRY/PROMOTIONAL

JOB SUMMARY:

Performs advanced library support activities in Outreach Services to provide appropriate library materials and services to the elderly and patrons with physical, mental and/or emotional disabilities at off-site locations. Performs circulation duties: registers patrons and determines reading, viewing and listening interests; receives and processes requests; processes library card applications; checks materials in and out; maintains Outreach circulation records; handles overdue problems and collects fines. Requires significant and personalized interaction with the public.

SUPERVISORY RELATIONSHIPS:

Reports to the Community Services Librarian. Works independently under general supervision and the guidance of City and departmental policies and procedures. May provide day-to-day direction to lower-classified staff and volunteers.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Assists Outreach librarian in providing appropriate library materials and services to the elderly and patrons with physical, mental and/or emotional disabilities. Selects and processes library materials to distribute to Outreach patrons.

2. Visits senior apartment complexes, nursing homes, and other assisted living facilities to provide library materials and services. Provides work direction to lower-classified staff on Outreach visits.

3. Loads and unloads book trucks on the Library delivery van and drives the van to assigned Outreach facilities.

4. Establishes liaison with nursing homes and assisted living facilities to promote library services and facilitate service delivery.

5. Registers patrons and determines reading, viewing, and listening interests of new Outreach patrons.

6. Maintains Outreach circulation records. Receives and processes requests, processes library card applications, checks out materials, handles overdue problems, collects fines due, and handles returns.

7. Receives and responds to queries and requests.

8. Packages and mails library materials to Outreach patrons.

9. Maintains Outreach and Library truck schedules.

ADDITIONAL WORK PERFORMED:

1. Responds to inquiries regarding specialized services for the blind and physically handicapped; assists individuals requesting service with completion of forms, setting up and demonstrating equipment, returning materials, contacting the Washington Talking Book and Braille Library with changes in addresses, requests or replacement of equipment.

2. Prepares notices, bookmarks and other visual aids for Outreach use.

3. Attends yearly regional Outreach meetings.

4. Performs other related duties within scope of the Library Specialist 2 classification and any lower classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of library policies and procedures as they relate to specific programs.
- Considerable knowledge of library materials.
- Reader interest levels, books and authors, and the ability to conduct a reader's advisory and reference interview as applicable.
- Filing systems and the ability to maintain accuracy.

Skills:
- Demonstrated good driving skills with the oversized delivery van and maintenance of a safe driving record.
- Interpersonal sensitivity sufficient to recognize the special needs of the elderly and patrons with physical, mental and/or emotional disabilities.
- Excellent oral and written communication skills to interact with patrons, co-workers and others using courtesy, tact and good judgment.

Ability to:
- Plan and organize workload effectively,
- Work accurately and maintain attention to detail in an atmosphere of frequent interruptions.
- Operate computer terminal for input and retrieval of data, and a variety of other standard office equipment.
- Work independently, set own priorities, devise own work methods and follow general library protocols and procedures.
- And willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Perform the essential functions of the job. In addition to the usual physical requirements necessary to perform in a library support position, the following abilities are required:
  - stand for up to three hours ;
  - climb stairs;
  - push loaded book carts weighing 200 lbs;
  - reach shelves up to six feet high and at floor level;
  - lift and carry library materials weighing up to 25 lbs., often in a confined space
  - correctable visual acuity to read a computer screen and a typeset page.

WORKING ENVIRONMENT:

Works in an environmentally controlled building with shared office space; frequently on the road in all types of weather in a city-maintained oversized vehicle with a special lift for heavy book carts. Maneuvers books carts manually into and within visited facilities. Considerable interaction with the elderly and/or disabled patrons, and general public in visited facilities. Possibility of exposure to blood-borne pathogens and illness in off-site facilities.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in library science or related field, or an equivalent combination of training and experience.
- Two years of experience in a library support or paraprofessional experience with the Bellingham Public Library or other relevant experience and/or training necessary to provide a general knowledge of library systems and services.
- One year of experience in providing reader's advisory.
- One year experience working with special populations including the elderly and disabled is preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass Washington State adult/child abuse records and criminal conviction checks prior to hire.
- Valid Washington State driver's license and good driving record. A three-year driving abstract must be submitted prior to hire.
- Must be willing to work various shifts depending upon the needs of the Library, including evenings, weekends and holidays.

PREPARED BY: Library Support Class Study Task Force
6/2007

REVIEWED BY: _____
Pam Kiesner, Library Director

REF: LIOutreachAsst.jd.doc