



Outreach Services Coordinator

DEPARTMENT:	Borrower Services	REPORTS TO:	Head of Borrower Services
FSLA CODE:	Non-exempt, full-time	PAY GRADE:	D
AVERAGE WEEKLY HOURS:	40	AVERAGE PUBLIC-FACING HOURS:	50%
SUPERVISES:	None	LAST UPDATED:	1/2024

SUMMARY:

Under the direction of the Head of Borrower Services, plans and implements home delivery, primarily for senior citizens and home-bound individuals, to support their access to the library and its services.

EXPECTATIONS:

- Provides consistent, gracious and friendly service to internal and external customers.
- Understands library policies and procedures, uses judgment in their application to the public, while safeguarding confidential and restricted information.
- Maintain awareness of overall library functions, projects and goals.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Primary

- Plans, schedules and conducts home delivery service.
- Selects and prepares materials for home delivery recipients.
- Instructs community groups in the use and availability of library services.
- Maintains relationships with community organizations to foster cooperation with the library and encourage people to use the library.
- Makes material purchase recommendations for seniors and home delivery services.

Secondary

- Keeps informed of current general and job-specific information and trends at the local and regional library level.
- Collaborates with staff on committees, projects, and events as assigned.
- Participates in appropriate meetings, training, continuing education, and/or professional development as assigned.
- Performs other duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to provide exceptional customer service.
- Ability to communicate professionally orally and in writing.
- Ability to empathize and relate to the needs of patrons and staff.
- Ability to establish and maintain effective working relationships.

- Ability to remain calm and effective in difficult situations.
- Ability to exercise appropriate judgment and discretion.
- Ability to analyze in order to improve efficiencies and procedures.
- Considerable ability to prioritize multiple tasks and follow through to completion.
- Considerable ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
- Knowledge of department processes, procedures, principles, best practices, and technology.
- Knowledge of PCs, Microsoft Office, and portable devices.
- Ability to use a variety of office equipment.
- Flexibility to adapt to changing situations and environments.
- Ability to bend, stoop, lift and carry up to 25 pounds. Ability to push fully loaded cart up to 100 pounds.
- Ability to work a variety of daytime, evening, and Saturday hours as well as mandatory workdays.
- Conduct a basic reference interview.
- Ability to travel routinely.

QUALIFICATIONS AND EXPERIENCE

- LTA certificate with one year demonstrated related experience.
- OR Bachelor's degree and two years related experience.

DISCLAIMER

- The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time.
- The scope of the job may change as necessitated by business demands.