Chillicothe & Ross County Public Library

Outreach Assistant

Supervisor: Outreach Manager
Position: FLSA Non-Exempt
Pay Band: C

Position Summary

The Outreach Assistant supports the Outreach Manager in planning and delivery of library materials and programs at library and remote locations, including group facilities, patron homes, book lockers, community events, and via the library bookmobile.

Essential Duties & Responsibilities

- Assist Outreach Manager with day-to-day operations including preparing and delivering homebound and facility book orders, planning and executing programs, maintaining book lockers and driving the library bookmobile.
- Responsible for completing daily tasks in a timely manner, including taking book requests, sorting, pulling, and processing materials and making deliveries.
- Coordinate programs, materials, and services at the request of agency partners throughout the county.
- Assist with weekly maintenance of library book lockers, including preparing holds, stocking the lockers and retrieving materials from the book drop.
- Maintain files, records, and statistics as assigned.
- Responsible for organization of Outreach office and collection, and assists with stocking the bookmobile with materials and supplies daily.
- Task orientated with the ability to work with limited supervision.
- Maintain job knowledge by staying current with library policies and procedures, work related e-mails and training documents and by attending library related training as assigned.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Collaborate and communicate frequently with Outreach Manager and other departments.
- Ability to drive library vehicles to deliver Outreach materials and services.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D. Some coursework at the post-secondary level preferred.
- Two years library experience and demonstrated experience with Outreach initiatives/volunteering, including non-traditional programming or activities outside of a brick and mortar location.
- Ability to communicate effectively. Excellent phone skills and ability to take detailed messages.
- Ability to work with individuals with special needs.
- Ability to work to work evenings and weekends to support programming needs.
- Keyboarding/Windows/MS Office product proficiency.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.
- Valid driver's license and maintain a safe driving record.
- Ability to drive library vehicles, including the mobile library, a large Sprinter van.

Supervisory/Management Responsibilities

Responsible for library location in the absence of a manager.

Interaction

Frequent interaction with library employees, patrons, and the community at large.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Book Locker Software, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel is required for coverage at other library locations and program sites.
Frequency of travel: Frequent

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Ability to regularly reach and select materials on tops and bottoms of shelving.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Work performed generally indoors in a library setting or programming space off-site with occasional outdoor programs.

Telecommute Potential: 10%

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.