Chillicothe & Ross County Public Library

Outreach Manager

Supervisor: Access Director
Position: FLSA Non-Exempt
Pay Band: D

Position Summary

The Outreach Manager plans and delivers library programs and materials at library and remote locations, including group facilities, patron homes, book lockers, and via the library bookmobile.

Essential Duties & Responsibilities

- Formulate objectives for the Outreach department.
- Supervise, train, and evaluate Outreach staff.
- Plan, prepare, and implement programs and bookmobile visits related to department objectives.
- Select materials for patrons, including large print and literacy materials.
- Safely operate stock, and maintain the library bookmobile and create schedule for public stops.
- Monitor book lockers and book drops in outreach locations.
- Administer the Talking Books program, including machine instruction.
- Maintain contact with community agencies interested in targeted Outreach programs, including programs for senior citizens, homebound patrons, people with disabilities, institutionalized patrons, daycares, congregate living facilities, and non-reading patrons.
- Assist patrons in the selection of print and AV materials, including materials for the Blind & Print Disabled and the Deaf & Hearing Impaired.
- Monitor underserved areas in the county to determine where outreach access and partnerships are needed.
- Supply patrons and library staff with specialized information related to seniors and people with disabilities.
- Ensure statistics for Outreach services, programs, activities and partnerships are compiled and reported.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Work in public service as assigned.
- Perform related duties as required.

Qualifications

- Master's degree in library science; or active enrollment in an ALA-accredited college.
- Three years library experience or equivalent public service.
- Knowledge of library equipment, materials, procedures, and policies.
- Ability to work with diverse groups while representing the library.
- Demonstrated ability to plan work and supervise personnel.
- Ability to speak in public.
- Ability to interpret users' needs.
- Understanding the library's role in the community.
- Highly organized with strong planning skills.
- Ability to work independently and collaborate.
- Valid driver's license and maintain safe driving record.

Supervisory/Management Responsibilities

Hire, train, supervise and evaluate assigned staff within the Outreach department.

Interaction

Frequent interaction with library employees, patrons, community partners, agencies, and vendors.

Computer/Technology Skills/Equipment/Software Skills

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

Travel Requirements

Travel by automobile is required for position management responsibilities and training.
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 in a variety of settings, including private homes, institutions, general office environment, social service agencies, and other social settings.

Telecommute Potential: 20%

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.