
New Castle Public Library

Library Worker V - Outreach Specialist

Job Description

GENERAL SUMMARY

Responsibilities range from routine clerical and customer-service activities to activity implementation requiring creativity and strong organizational skills. Performs routine and repetitive duties with general supervision and according to well-known practices and procedures. Performs relatively more complex assignments and specialized functions under closer supervision. In addition, the role includes daily driving of the bookmobile to various locations as required and ensuring regular maintenance and upkeep of the vehicle to ensure its readiness and safety.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (Duties may include all or some of those listed)

- Ability to drive the bookmobile, monitor the performance of the vehicle, and arrange for needed maintenance.
- Drive the bookmobile to designated locations, ensuring timely and safe transportation of library materials.
- Develops and implements library outreach services to residents of Lawrence County by identifying community partners, underserved populations, and locations for regularly scheduled visits and pop-up events, in cooperation with the member libraries of the Federated System.
- Assists in preparing displays and producing promotional materials.
- Provides basic reference assistance for library customers of all ages.
- Advises customers concerning the choice of books or materials for themselves or their children.
- Maintains customer confidentiality, especially in regard to library materials and borrowing history.
- Selects and orders books and other materials for the outreach program.
- Communicate with library users, coworkers, other agencies, and vendors to explain policies, and obtain or give information.
- Develop and implement activities appropriate to the audience (children, teens, adults, seniors).
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Attends meetings and training seminars as required.
- Consistently presents the county libraries and their services in a positive manner and adheres to customer service guidelines and procedures.
- Performs other duties as assigned or the situation dictates.
- Assists in the provision of a safe environment for customers and staff.
- Complies with Union contract stipulations

KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of resource materials, children's teen and adult books and materials.
 - General knowledge of the Dewey Decimal Classification System and Library of Congress subject headings.
 - Ability to train others in assigned areas.
 - Ability to plan and organize daily work and special projects.
 - Ability to work independently. Problem-solving skills, and demonstrated creativity, initiative, and enthusiasm
 - Ability to operate a personal computer. Experience with word processing and spreadsheets.
 - Ability to communicate effectively both verbally and in writing and maintain effective working relationships.
 - Ability to work effectively as a team member.
 - Knowledge of materials and services available at county libraries as well as activities and current programs.
 - High school diploma or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Bachelor's degree preferred.
 - Experience or training in early childhood, senior citizens helpful.
 - Requires current PA Child Abuse Clearance, PA Criminal Background Check and FBI Fingerprinting
 - Current PA driver's license and clean driving record.
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POSITION HOURS

Must be able to work rotating shift 6 days a week, flexible hours (morning, afternoon, evening and holiday hours) when library is open. All staff members are expected to work evenings and weekends as needed.

PHYSICAL AND MENTAL REQUIREMENTS

Physical requirements include sitting, walking and standing. Will require pushing or pulling carts of books and other library material that might weigh up to 500 lbs. short distances as well as lifting of books and files of approximately 35 lbs. or less. Work may include viewing a computer video monitor and/operating a keyboard. Must be able to hear, comprehend and respond to library customers and staff both in person and in telephone conversation.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY

It is the goal of the New Castle Public Library to employ a diverse group of individuals who represent the richness of ideas and philosophies present in a modern society. Reasonable accommodations will be made for individuals with disabilities