

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Outreach Services Specialist**

Dept.: **Outreach Services**

Reports to: **Assigned Manager**

Effective Date: **Revised December 2018**

Job Code Number: **10395**

Grade Number: **13, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Provides services including circulation, ready reference and reader's advisory at designated mobile sites. The position focuses primarily on delivering services in various environments to children and to adults. Selects material based on requests from patrons and independent research relative to interests and needs of target patron population such as large print, picture & board books, audio and/or video material. Drives van to deliver materials to patrons. Recommends, plans, implements and tracks mobile services for population served.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Locate and provide KCLS library materials, and provide reader's advisory and ready reference to a patron population that is unable to get to any local branch to utilize services or access material for assigned service population.
2. Deliver, check-in and check-out the materials at the site, either on-line using PC's, tablets, or remotely, and downloading the information after the on-site visit when necessary.
3. Drive the vehicles to various locations within the KCLS service area.
4. Perform circulation routines such as unpacking shipments, checking in materials, library holds, and other collection circulation/maintenance functions.
5. Perform specialized functions such as magazine processing, database management, filing office materials, etc.
6. Maintain current knowledge of literature, children's and adult resources, as well as early literacy and adult practices depending on assignment.
7. Attend system-wide Children's Services or Adult Services meetings when available (business and readers' advisory).
8. Support coordinators and librarians in the delivery of high quality programs and instruction for diverse audiences at designated off-site locations. Partner with other staff to identify opportunities to meet needs of population outside of community libraries. Support evaluation efforts and identify opportunities for continuous improvement.
9. Research materials available to target patron population. Research and engage with potential new service sites.
10. Routinely act as lead library staff person when out on mobile site visits. Act as library liaison with staff and patrons of facilities. Uphold library policies and procedures when offsite,

including Library Rules of Conduct enforcement.

Secondary Duties:

1. Other related duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Approachability

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Teamwork/Collaborating

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

Compassion

Authentically cares about people with a desire to help them; demonstrates real empathy with and for others, yet, maintains appropriate boundaries.

Composure

Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, ability and skills necessary to fully perform the essential duties of this position is through:

- Graduation from a high school or GED equivalent supplemented with an associate degree or equivalent specializing in library science, research methods or related field.
- Two to four years' experience in library operations, and reader's advisory services and/ or comparable direct customer service to the general public.
- Or other combination of education, experience and training that provides the required knowledge, skills and abilities to perform the duties and responsibilities of the classification.
- Fluency in a language other than English desirable.

SPECIAL REQUIREMENTS

Valid Washington driver license including requirements of satisfactory driving record review. Candidates must successfully complete KCLS driver training within the first three months of employment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands to grasp objects, books and drive. Frequently required to walk and sit. Frequently reach out with hands and arms, frequent neck twist for driving and occasionally twisting at back and bending when working with books, driving and loading. Frequently using foot controls. The employee will occasionally lift up to 25 pounds for loading or stacking boxes, some shifts may lift seldom up to 55 pounds for equipment. Will occasionally push/pull with moderate force for moving loaded carts and occasionally uses hand trucks using light force.

WORK ENVIRONMENT

Work is outside of a normal office environment and involves extensive travel, heavy lifting, constant standing, working near moving mechanical parts, loading and unloading heavy carts in parking lots and delivering books and other material through confined hallways and rooms. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Open depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 7/31/01
Revised: 4/18/08
Revised: 9/29/15