

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Outreach Services Specialist**

Dept.: **Outreach Services**

Job Code Number: **10395**

Reports to: **Manager**

Grade Number: **13, Represented**

Effective Date: **May 2008**

FLSA Status: **Non-Exempt**

General Position Summary:

Provides library services and materials to patrons in retirement homes, nursing homes and those who are homebound. Selects material based on requests from patrons and independent research relative to interests and needs of target patron population such as large print, audio and/or video cassette material. Drives van to deliver materials to patrons.

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 Readers Advisory Reference to a patron population that is unable to get to any local branch to utilize services or access material.
2. Deliver, check-in and check-out the materials at the site, either on-line using PC's, or remotely, and downloading the information after the on-site visit.
3. Drive the vehicles to various locations within the KCLS service area.
4. Recruit, interview, train, evaluate, monitor and retain volunteers of the Words on Wheels program at various branches throughout the county.
5. Perform circulation routines such as unpacking shipments, checking in materials, revolving holds accounts, and other collection circulation/maintenance functions.
6. Read and review materials available in large print for the department's Eyefuls publication including reading the books and writing a brief annotation on each book.
7. Perform specialized functions such as magazine processing, database management, filing office materials, etc.

Secondary Duties:

1. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and homebound patrons. Contacts are regularly made at the incumbent's own initiative or initiated by a third party and occasionally they are made at the supervisor's request. The position has a requirement to interact with customers, or homebound patrons, frequently, necessitating sensitivity, patience, and discretion. Communications regularly contain confidential/sensitive information.

Initiative:

The position operates from established and well-known procedures (on a general basis) and is responsible for problem solving with others within own department. Some design of new programs may be involved in the position and the job requires a high degree of complexity. The incumbent performs duties with little or no supervision and decisions are made within general organizational policy constraints/guidelines and the needs of the target patron population.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. The incumbent considers own work and work of others in a lead capacity. Operational planning and ability to forecast for the near future at the department level is required. The position makes decisions that have impact within own work unit and the incumbent's work is seldom monitored or checked by another. Errors or delays could result in materials not being delivered in a timely manner resulting in a reduction in service levels to this population. Organization resources under the immediate control of this position include vans, library and related equipment. Records maintained include the patron database, circulation information and individual reading preferences and records of individuals included in patron population.

Leadership:

The position does not include mentoring of KCLS employees, however, guidance, leadership and training is provided to volunteers in the Words on Wheels program. The position is responsible for role modeling and promoting organizational values within the work unit or department and as a representative of the organization to the patron population.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree or equivalent specializing in library science, research methods or related field.
- Two to four years experience in library operations, readers advisory services and KCLS systems and procedures.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of materials available within KCLS applicable to target patron population.

- Thorough knowledge of special needs of homebound individuals in a variety of areas such as health interests, physical limitations, mental skills, recreational reading and listening interests, etc.
- Extensive knowledge of computer software including Word, Excel, Access and circulation systems within the KCLS.
- Considerable knowledge of English and math.
- Considerable knowledge of applicable locations of facilities throughout King County.
- Working knowledge of driving a two-ton van in support of activities involved in this position.

Ability to:

- Communicate courteously and effectively to homebound patrons.
- Research materials available to target patron population.
- Read, write, speak and understand the English language.
- Maintain a “customer service” orientation at all times in possibly difficult situations.
- Work independently and away from KCLS physical facilities and staff support.
- Participate as a team member in developing programs, locating specialized material and other support oriented towards special needs population.
- Be attentive and responsive when dealing with impatient, hard of hearing, confused or elderly patrons who require one-on-one support.
- Communicate effectively with a diverse population.

Skill in:

- Building interpersonal relationships with a special needs population.
- The use of computer hardware and software as well as Internet resources.
- Understanding and performing the Readers Advisory function, and reference.
- Assessing situation/requests and logically finding solutions.
- Listening to, understanding and interpreting information received from patron population.
- Developing and training volunteers.

SPECIAL REQUIREMENTS

Valid Washington driver’s license.

PHYSICAL DEMANDS

Work requires driving a two-ton van to various locations throughout King County. In addition it requires continuous feeling, handling, grasping, reaching, hearing, and talking. The position requires constant use of close, distance, peripheral vision, depth perception and the ability to focus. Pushing and pulling up to 200 pounds and lifting and carrying up to 50 pounds is also required.

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: _____
HR Manager

Final: 7/31/01
Revised: 4/18/08