

OUTREACH SPECIALIST

(Range 111)

DEFINITION

This position is primarily responsible for delivering library services at community outreach events by conducting programs, lobby visits, homebound service, and teaching interest-based programs to customers and partners.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction and supervision from the Outreach Services Manager.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Supports the overall mission of the Library District by providing exceptional internal and external customer service to promote a positive library experience.
2. Prepares and facilitates interest-based outreach programs to underserved youth and adult customers.
3. Provides reference, reader's advisory, hold requests, and other library services to customers utilizing the library collection and automated library systems.
4. Assists and instructs customers in the use of library resources such as e-media, databases, making computer reservations, accessing online library accounts, searching the library catalog, requesting materials from other libraries, using mobile devices, wireless connections, printing, software, and various applications.
5. Seeks reliable information on Las Vegas community trends, and customer interests and needs, to develop programming that is socially, developmentally, and culturally relevant to the customer.
6. Researches, answers reference questions, and fulfills a variety of requests to provide mail-out services for homebound customers.
7. Creates and delivers public speaking presentations to small and large groups to promote Library District materials, programs, and resources at a variety of community events.
8. Interacts with internal and external customers to answer general library service inquiries about District-wide programs, facilities, and services.
9. Updates content on the Library District website for upcoming Outreach Services programs.
10. Plans, prepares, and executes community events to promote the Library District.

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11. Builds and sustains relationships with Library District community partners.
12. Participates and contributes as an active member of a working team to increase the efficiency and effectiveness of the Outreach Services department.
13. Perform any other related duties and responsibilities as assigned.

Marginal Functions:

1. Participates in Library District committee work when needed.
2. Attends and participates in professional association meetings, seminars, and other applicable training sessions.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Professional public library principles, practices, and techniques.
2. Library District and Department policies, procedures, terminology and functions.
3. Emerging technologies in the library field.
4. Current literature, trends, and developments.
5. Children's, young adult, and adult literature.
6. Library of Congress Classification System.
7. Basic research and public presentation techniques.
8. Sources and availability of current information.
9. Automated library systems, on-line tools and resources, and the Internet.
10. Early childhood development and early childhood education including parenting and literacy best practices.
11. Principles and techniques of delivering effective oral presentations.
12. Techniques for effectively engaging youth and adults from various socioeconomic, ethnic, and cultural backgrounds.
13. Correct English usage, spelling, punctuation, and grammar.
14. Knowledge of business letter writing and report preparation.
15. Knowledge of record keeping and filing principles and methods.

Ability to:

1. Comply with all federal, state, and local laws, regulations, and codes.

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2. Schedule and manage multiple projects.
3. Plan, research, develop, and implement educational programming.
4. Use initiative and independent judgement within established procedural guidelines.
5. Maintain confidentiality.
6. Initiate own work, set priorities, and meet critical deadlines.
7. Contribute effectively to the accomplishment of team or work unit goals, objectives, and activities.
8. Serve customers with patience, tact, and courtesy.
9. Establish and maintain effective working relationships with all internal and external customers, community partners, and vendors during the course of work.
10. Exercise good judgement and make sound decisions.
11. Work quickly and accurately.
12. Work both independently and as a part of a team.
13. Accept and manage change and maintain flexibility.
14. Understand and follow oral and written instructions.
15. Communicate clearly and concisely, both orally and in writing.
16. Maintain the mental capacity for effective interaction and communication with internal and external customers.
17. Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment;
 - operating vehicles including cars, trucks, and vans.
18. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

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Skilled In:

1. Use of personal computers and associated software.
2. Use of library and basic office equipment.
3. Use of automated library systems.

Education and Experience:

Bachelor's Degree required. Two (2) years of customer service or library support experience or an equivalent combination of education, training, and experience.

License, Certificate, or Special Requirements:

Possess, or have the ability to obtain, valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces; frequent bending, stooping, working in confined spaces; lifting or carrying moderately heavy (20-50 lbs.) items and occasionally very heavy (50 lbs. and over) items; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time. Tasks require sound, color, depth and visual perception and the ability to communicate orally and in written form.

Environmental Requirements:

Tasks are performed in an office setting with frequent local travel. Minimal exposure to adverse environmental conditions.

JOB CODE:

**FLSA: Non-Exempt
CBA: Non-Supervisor**

**DEVELOPED: February 6, 2018
UPDATED: March 19, 2018**