

Warren County Public Library
Outreach Services Associate
Educational Delivery Focus
Job Description

Job Status: Part Time/Bob Kirby Branch and Buchanan Branch Library

Reports To: Team Manager

Work Schedule: 21-25 hours per week, **will include evenings and weekends (as needed)**

Starting Compensation: \$13/hour

Position Summary: Part-time position available for a team-oriented, community-minded individual who is enthusiastic about public service, accessibility, and lifelong learning. This individual cares about the values of WCPL and the story we are building through quality and equitable outreach, service, and programming to patrons of all backgrounds. This individual displays strong emotional and interpersonal intelligence and enjoys working with people and providing exemplary customer service. This individual is comfortable serving and advocating for patrons of all ages, backgrounds, and abilities with dignity, respect, and nonjudgement. This individual demonstrates an ability to be flexible and open minded about the needs and goals of WCPL and displays excitement about opportunities to try and learn new things.

Requirements:

- 22 years of age or older with valid driver's license to be on library insurance
- Must be willing to drive large vehicles
- Ability to work indoors or outdoors
- Ability to lift up to 50 lbs
- Move materials to a variety of locations without physical limitations

Duties Include:

- Safely operating large vehicles for community outreach programs and events
- Selecting and pre-packing bags of books for classrooms and daycares
- Loading and delivering bags to various locations in Warren County
- Providing engaging storytimes for daycares and preschools.
- Provide storytime coverage as needed.
- Assist patrons in the use and discovery of all library resources.
- Assist with programming and activities as assigned.
- Perform clerical tasks as assigned.
- Assist with other library duties as assigned.

Knowledge/Skills:

- Able to use a computer comfortably and confidently and able to learn new computer programs such as our Integrated Library System.
- Strong organizational and communication skills and proven ability to problem solve independently.
- Exceptional customer service skills.
- Ability to be socially confident and energetic in large groups of people.
- Strong emotional and interpersonal intelligence.
- Ability to be self-aware, conscientious, and professional when working with our

- community and staff.
- Knowledge of best practices in public service and customer service.
- Cultural competence skills.

Abilities:

- Able to pivot to serve the needs of WCPL, willing to step in and support programming, outreach, and other service areas of the library when needed.
- Able to communicate effectively and respectfully with others, orally and in writing, including through email.
- Able to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups, and to serve the public courteously.
- Must be able to lift and carry bags of books or boxes weighing up to 40 pounds.
- Must be available to work evenings and weekends.
- Must be able to drive a car and hold a valid driver's license.

Suggested Education, Skills, or Experience (One or more of the following):

- Experience working in a customer service capacity.
- Experience working in a library, school, non-profit, or other public service organization or other related field.
- Experience driving a large vehicle and providing an outreach service to the public.
- Experience leading/facilitating a program or educational class.
- Bachelor's or Associate's degree in an applicable/related field.
- High School Diploma or equivalent.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.