

Warren County Public Library

Job Description

Position Title: Outreach Services Associate

Primary Locations: Bob Kirby Branch Library (175 Iron Skillet Ct, BG, KY) and Buchanan Park Branch (9222 Nashville Rd. BG, KY) – *other locations/branches as needed for events and programs (Lisa Rice, Smiths Grove, or Satellite libraries)*

Reports To: Outreach Services Branch Manager

FLSA Status: Non-Exempt

Employment Type: Part-Time

Starting Compensation: \$14/hour

Work Schedule: 14-21 hours/week – would include evenings and weekends as needed
(*schedule to be determined by need*)

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.

Essential Duties and Responsibilities

- Managing accounts, curating materials, and pre-packing bags for delivery patrons including schools, daycares, and homebound patrons.
- Delivering bags of library items to various locations in Warren County, including daycares, schools, senior living facilities, and personal residences.
- Providing engaging storytimes for daycares and preschools.
- Providing enrichment programs for senior living facilities and adult day centers.
- Supporting Outreach programming such as character visits, storytimes, library field trips, resource talks, and resource tables.
- Safely operating large vehicles for community outreach programs and events as assigned

- Supporting large library events as assigned, such as: Read Across America, Santa Visits, Makers & Farmers Markets, SOKY Center/The Capitol events, Summer Reading, and Winter Reading.
 - Providing coverage for recurring library programs & storytimes as needed.
 - Assisting patrons in the use and discovery of all library resources.
 - Assisting with programming and activities as assigned.
 - Processing library materials, shelving items, and helping keep the space organized
 - Performing clerical tasks as needed.
 - Assisting with other library duties as assigned.
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Qualifications

Education and 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.

Knowledge, Skills, and Abilities:

- Able to use a computer comfortably and confidently and able to learn new computer programs such as our Integrated Library System.
- Strong organizational skills and ability to problem solve
- Exceptional customer service skills.
- Ability to be socially confident and energetic in large groups of people.
- Skilled at working with all ages and abilities, including young children and seniors.
- Strong emotional and interpersonal intelligence.
- Ability to be self-aware, conscientious, and professional when working with our community and staff.
- Able to work independently, prioritize tasks, and manage time well
- Knowledge of best practices in public service and customer service.
- Cultural competence skills.
- 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 50 pounds.
 - Must be available to work evenings and weekends, as needed.
 - Must be able to drive a car and willing to drive a large vehicle.
 - Must be at least 22 years of age to be on Library's insurance.
 - Must hold a valid driver's license.
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Benefits

- Paid Holidays
 - Paid Time Off
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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.