

Warren County Public Library

Job Description

Position Title: Outreach Services Associate

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

Reports To: Branch Lead and Outreach Services Branch Manager

FLSA Status: Non-Exempt

Employment Type: Full-Time

Starting Compensation: \$16/hour

Work Schedule: 35 hours/week

Position Summary

The full-time Outreach Services Delivery Associate should be 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 non-judgment. 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 making deliveries to various locations in Warren County, including daycares, schools, senior living facilities, and personal residences.
- Foster positive relationships with patrons, addressing their requests, answering their calls & emails, and providing library services effectively
- Providing engaging storytimes for daycares and preschools, as needed.
- Representing the library and 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
- Providing support for 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.

- Provide coverage for recurring library programs & storytimes as needed.
- Assisting patrons in the use and discovery of all library resources.
- Support the library's Early Childhood Council partnership by assisting with First Three initiatives and the 1000 Books before Kindergarten program
- Assisting with programming and activities as assigned.
- Processing library materials, shelving items, and helping keep the space organized
- Assist in maintenance of the Outreach collection and overseeing collection management projects for the branch – including Collection HQ tasks, lost lists, claims lists, and out items assessment
- Meet regularly with the OSB Manager and Branch Lead in order to coordinate programs and services system-wide
- Assisting to maintain accurate records of outreach activities, including delivery schedules, program participation, and outreach statistics
- Provide additional staff support regularly for the Kirby Branch, as needed, to assist in public service areas and ensure the security of staff and patrons
- Performing clerical tasks as needed.
- Participate in professional development & training
- Additional duties as needed

Qualifications

Education and Experience:

- Experience working in a customer service capacity.
- Experience working with the public.
- Volunteer or community organizing experience.
- Experience working in a library, school, non-profit, government agency, public service organization, or other related field.
- 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 and communication skills and proven ability to problem solve independently.
- Exceptional customer service skills.
- Ability to serve community members of all backgrounds and demographics with empathy and dignity.
- Skilled at working with all ages, 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.
 - Knowledge of best practices in public service and customer service.
 - Cultural competence skills.
 - Ability to be socially confident and energetic in large groups of people.
 - Excellent communication and interpersonal skills, with a customer service-oriented approach.
 - Strong emotional and interpersonal intelligence.
 - Knowledge of library resources and services, with a commitment to promoting literacy and lifelong learning.
 - Cultural competence skills.
 - Ability to communicate effectively with others, orally and in writing, including through email.
 - Able to establish and maintain effective working relationships with team members, patrons, community organizations, schools, and to serve the public courteously
 - Able to recognize and set priorities, and to use initiative and independent judgment in a variety of situations
 - Must be able to lift and carry bags of books or boxes weighing up to 50 pounds.
 - Must be able to drive a car and hold a valid driver's license.
 - Availability for one weekend in 4 week schedule rotation
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Benefits

- Health, Dental, and Vision Insurance
 - Life Insurance
 - Retirement plan (pension and deferred compensation)
 - Paid Holidays
 - Paid Time Off
 - Extended Illness Bank
 - 4-Weeks Paid Family Leave
 - Childcare Assistance
 - Fitness Membership Discount
 - Educational Assistance
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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.