



## Career Service Authority

### Outreach Librarian

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs community outreach activities promoting library services, and performs reader guidance, reference services, and collection maintenance duties.

#### **DISTINGUISHING CHARACTERISTICS**

This class organizes and implements outreach programs for the community. It is distinguished from the Reference Librarian which performs general reference subject research, reader guidance services and prepares bibliographies and booklists. It is distinguished from the Senior Reference Librarian which resolves operational problems and supervises administrative staff.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered and/or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Performs lead work.

**ESSENTIAL DUTIES**

Organizes and implements outreach programs for the community which include reading programs, book talks, conducting and arranging tours of the library.

Assists the Collection Development Department by providing language or community culture related recommendations for additional purchases and maintaining branch library collections.

Performs as library liaison for the community branch or cluster and develops contacts and programs to meet the needs of library customers.

Contributes to and supports the library customer service mission through providing coverage to the public desk and telephone, analyzing customer needs and referring them to appropriate resources.

Resolves operational problems such as coordination with other entities, and staff interface with affected clients or groups.

Performs general reference subject research, reader guidance services, and trains community library customers in the use of automated catalog systems and other library equipment available for public use.

Performs circulation duties such as issuing library cards, charging, discharging, renewing materials and negotiating fines for overdue and lost materials.

Researches and locates materials through various on-line databases, or in collections of other libraries, and orders materials using the interlibrary loan on-line system.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned function or unit.

Plans, schedules, coordinates, assigns work and establishes goals and objectives for subordinate employees.

Assists in directing and training shelvers, clerical staff, and volunteers in library and agency procedures.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern and politeness to others; relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues and responds appropriately.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Manages and Organizes Information - Identifies a need; gathers, organizes and maintains information; determines its importance and accuracy and communicates it by a variety of methods.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgments to generate and evaluate alternatives and make recommendations.

Knowledge of marketing strategies sufficient to be able to promote events, activities or membership.

Knowledge of library operations and resources sufficient to be able to assist customers as needed

Knowledge of library science theories and procedures sufficient to be able to maintain library collections.

Knowledge of library research resources and reader guidance information sufficient to be able to assist customers in locating collection materials or obtaining interlibrary loan services.

Knowledge of supervisory principles sufficient to perform lead work functions.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in relating to another culture through language proficiency.

Skill in exercising initiative, judgment, and decision making in meeting organizational objectives.

Skill in developing and implementing policies and procedures related to the work assignment.

**Physical Demands:**

Sitting: remaining in the normal seated position.  
Carrying: transporting an object, usually by hand, arm or shoulder.  
Pushing: exerting force upon an object so that the object is moved.  
Pulling: exerting force on an object so that it is moving to the person.  
Balancing: maintaining body equilibrium to prevent falling over.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Handling: seizing, holding, grasping or otherwise working with hands.  
Fingering: picking, pinching or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.

**Working Environment:**

Temperature changes: variations in temperature from hot and cold.  
Atmospheric conditions: conditions that affect the skin or respiratory system.

**Education Requirement:**

Master's Degree in Library Science from an American Library Association accredited program.

**Experience Requirement:**

One year of experience performing community outreach functions relating to educational activities or cultural events.

**Education/Experience Equivalency:**

None.

**Licensure and/or Certification:**

None.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 10/1/97

**REVISED DATE:** 7/16/03

**REVISED BY:** Tyrone Abeyta

**CLASS HISTORY** This class specification was put in the new CSA format as part of a maintenance study.