



**Christian County Library
Job Description**

Job Title: Outreach Delivery Assistant

FLSA Status: Non-Exempt

Location: Ozark Community Branch Library (primary) All Branches (secondary)

Schedule: Part-Time, 24 hours/week; A combination of days, evenings, and weekends.

Salary: \$10.30-\$12.00/hour

Deadline: First consideration Saturday, August 14, 2021. Review of applications will continue until the position is filled.

CCL Employment Application, resume, letter of interest, and list of references can be emailed to jobs@christiancountylibrary.org or mailed to:

Nixa Community Branch

208 N. McCroskey St

Nixa, MO 65714

Attn: Mary Thompson

Summary: Assist with the coordination of outreach programs and services including Homebound delivery, Books-to-Go program, community events, programming, library deliveries, library vehicle maintenance, and service desk coverage.

Educational and Experience Requirements

Minimum:

- 15+ hours of college or relevant experience
- High school diploma
- Valid Driver's License

Preferred:

- Experience with program/event planning
- Experience with outreach and community engagement
- Experience with public libraries

Duties and Responsibilities include the following. Other duties may be assigned.

Assist with the Books-To-Go program

- Process the materials taken to Outreach Stops
- Processing of holds to be delivered to community partner pick up locations
- Place holds to fill patron requests at Outreach visits
- Accurately and efficiently handle materials for the Outreach program
- Maintain records
- Semi-daily delivery of materials between branches

Assist with Outreach Deliveries

- Delivery and Pick-up of library materials at Community Branches and Community Partners.
- Place and process holds for patrons utilizing Community Partner Pick-up locations
- Refill and replenish unaccessioned materials at Community Partner locations

Outreach Collection Maintenance

- Complete inventory duties in a timely and regular basis
- Receive and pull holds for materials from the Outreach collection to be put on the hold shelf or to be sent to pick up location

Assist with Library Vehicle Maintenance

- Track up-to-date maintenance records of library vehicles
- Inform staff of any vehicle maintenance issues
- Schedule and keep routine cleaning schedule of library vehicles

Coverage of the Service Desk and Serve as PIC (Person in Charge)

- As scheduling allows, fill in when there are service desk shortages in the different branches
- Serve as a Community Branch PIC (person in charge) during the day and some evenings

Community Engagement and Programming

- Work as a library liaison in the community to make connections to further develop library relationships to allow for library growth
- Assist with representing the library in the community through programming to populations in most need of library services
- Keep Administration aware of ever changing community trends
- Present workshops about library services and programs to community members and partners

Communication with Co-Workers & Administration

- Effective, timely, thorough, and respectful communication with co-workers in various forms such as, but not limited to: verbally (in person and on phone), written (day notebook, email, message on lockers, etc.), and other forms as dictated by the situation
- Effective, timely, thorough, and respectful communication with Administration

on the following topics:

- Scheduling requests; Vacation or PTO submitted in writing via an email 4 weeks in advance
- Absences, including whether or not employee is using leave for time missed
- If there is an issue with a co-worker's performance
- Procedural changes or issues
- Policy changes or issues and other topics not addressed here
- Effective, timely, thorough, and respectful communication with IT on technological issues and use the IT Ticket document when appropriate

Other duties as assigned

- Open and close the library
- Staff the service desk

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands, reach with hands and arms, stoop, kneel, crouch or crawl, talk or hear, and taste or smell. The employee is occasionally required to climb or balance and frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

Knowledge, Skills, and Abilities

- Excellent communication skills- written and oral
- Basic computer skills- familiar with using internet, office productivity software (i.e. Google, Microsoft), and email
- Excellent people skills
- Working knowledge of reader interest levels, books, authors, and reference sources
- Working knowledge of automated library circulation systems and online databases
- Working knowledge of print, non-print, digital, and online information sources available from a wide variety of sources, including publishers, the Internet, and library and vendor-based systems
- Ability to develop or demonstrate the necessary supervisory, decision-making,

leadership, team-building, strategic, conflict resolution, and marketing skills

- Ability to set priorities, organize, and coordinate multiple projects
- Ability to successfully maintain performance of assigned duties and responsibilities to achieve the desired outcome
- Ability to communicate effectively verbally, in writing, and by listening
- Ability to interact in a positive, effective manner with supervisors, coworkers, and the general public
- Ability to perform with minimum supervision, to work collaboratively in a team environment, and to demonstrate professional standards, good judgment, dependability, and timeliness in work environments
- Ability to adapt to multiple demands and changing priorities and at times accommodate change in work schedule to meet job responsibilities
- Ability to present ideas and provide instruction. Comfortable with teaching and use of various forms of technology