

# PLATTEVILLE PUBLIC LIBRARY

## Job Description

### Outreach Coordinator

Position Classification: Non-exempt

#### Typical Responsibilities of Position

Under the general direction of the Patron Services Manager, the Outreach Coordinator plans and oversees programming and outreach services within the library and the community. This position includes collection development, reference, and circulation services. May have supervisory and decision-making responsibilities for a specific program or collection areas of the library.

#### Examples of Work Performed

1. Coordinates and executes library services and programs in an area of responsibility such as technical services, homebound, adult, or volunteers.
2. Coordinates volunteer training and oversight.
3. Assists in library technology planning and implementation as it impacts their assigned area.
4. Plans special interest displays, programs, and projects;
5. Develops and coordinates marketing and public information activities including web content.
6. Assists patrons with ready-reference questions and reader's advisory, bibliographic instruction, and database searching.
7. Catalogs all types and levels of materials.
8. Evaluates reviews, patron suggestions, preview titles, and professional resources to select items to be added to the collection.
9. Assists in the updating of library procedures; collects and organizes statistics; oversees fund accounts.
10. Collaborates with local organizations to provide outreach services and programs to promote the library to target audiences.
11. Seeks out alternative sources of funds for programs such as grants, private donors, or service organizations.
12. Compiles statistical information on area of service.
13. Manages and administers grants.
14. Performs other related work.

#### Required Knowledge, Skills, and Abilities

1. Self-motivated and goal-oriented.
2. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the staff, trustees, and the public.
3. Ability to effectively present information and respond to questions from patrons.
4. Ability to maintain the confidentiality of library patron information.
5. Awareness of trends, best practices, and professional resources.
6. Ability to gather statistics, analyze information, and write reports.
7. Ability to operate library equipment and technology properly, which may require knowledge of databases and search methods.
8. Ability to understand library policies and procedures and apply them to library operations.
9. Ability to use computer software and manage computerized files.

10. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
11. Advanced knowledge of library operations, services, and materials.
12. Mobility: travel to meetings outside the library.
13. Willingness to maintain skills in the above-mentioned areas through active participation in appropriate continuing education activities.
14. Working knowledge of English grammar and spelling.

#### Tools and Equipment Used

1. Book carts for transporting materials.
2. Circulation computer equipment, including scanners, keyboards, printers.
3. Laptops and LCD projectors.
4. Photocopier, microfilm/fiche reader/printer, public access computers, public presentation equipment
5. Digital cameras, mp3 players, and similar equipment to create multi-media presentations for a variety of uses.
6. Outreach book bicycle

#### Physical Requirements

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

1. Ability to work in confined spaces.
2. Bending/twisting and reaching.
3. Far vision at 20 feet or further; near vision at 20 inches or less.
4. Fingering: keyboarding, writing, filing, sorting, shelving, and processing.
5. Handling: processing, picking up, and shelving books.
6. Lifting and carrying: 30 pounds or less.
7. Mobility: travel to meetings outside the library.
8. Pushing and pulling: objects weighing 300-400 pounds on wheels.
9. Sitting, standing, walking, climbing, stooping, kneeling, and crouching.
10. Talking and hearing; use of the telephone.

#### Experience and Qualifications

1. Bachelor's degree or previous library work experience required. ALA-accredited master's degree in Library or Information Science preferred.
2. Library course work in the selection, organization of materials, and reference and information services.
3. Two or more years of library experience is highly desirable.
4. Access to reliable transportation.

#### Mental Requirements

1. Ability to apply technical knowledge.
2. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
3. Ability to deal with abstract and concrete variables
4. Ability to interpret technical regulations and instructions.
5. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
6. Communication Skills: effectively communicate ideas and information both in written and verbal form.

7. Creative Decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, or training, without supervision.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator.
9. Planning and Organization Skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
10. Problem-solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
11. Reading Ability: effectively read and understand the information contained in memos, procedure manuals, emails, reports, etc.
12. Time Management: set priorities in order to meet assignment deadlines.
13. Ability to multi-task.

#### Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours.
2. Inside work environment.
3. Exposure to dust.

#### Position Accountability

Reports to the Patron Services Manager. Serves as staff in charge as assigned.

Employee is accountable to all applicable City of Platteville Policies and Procedures.

Approved by the Library Board of Trustees at their regular monthly meeting, August 4, 2009.  
Revised by the Library Board of Trustees at their regular monthly meeting, April 2, 2019  
Revised by the Library Board of Trustees at their regular monthly meeting, September 1, 2021  
Revised by the Library Board of Trustees at their regular monthly meeting, October 6, 2021