



# METROPOLITAN LIBRARY SYSTEM

## Job Description

**Job Title:** Outreach Librarian  
**Reports To:** Services Manager  
**Division:** Guest Services

**Position Code:** 1204-112E  
**Classification:** Exempt  
**Safety Sensitive:** No  
**Date:** 11/2024

### **JOB SUMMARY:**

Manages and schedules the library's age-specific programming and outreach services including developing, planning, promoting, coordinating, and directing a variety of programs and events that serve diverse populations. Performs duties requiring considerable judgment and initiative in planning and overseeing both on-site and community-based programming and outreach services for age-specific groups.

### **ESSENTIAL JOB FUNCTIONS:** (All incumbents may not perform all responsibilities.)

- Designs and delivers programs for implementation at branches or within the community that augment awareness of the library's collection and services or otherwise follow outcome-based planning and evaluation to achieve the library's mission and strategic goals.
- Develops, implements, and participates in outreach opportunities, by engaging guests in library membership and discussing community needs for services; evaluates outreach opportunities and makes changes, as necessary.
- Coordinates and implements outreach campaigns to educational institutions, businesses, and other organizations.
- Serves as liaison to community organizations to build and maintain a network of community relationships.
- Assesses and evaluates community needs and opportunities in developing programs and services that align with the library's strategic goals.
- Performs readers' advisory work; conducts research and answers reference questions; suggests titles in subject areas indicated by community interest.
- Works with volunteers; facilitates a welcoming environment for volunteers assisting with programming and outreach.
- Participates in special projects, as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, problem-solving processes, and annual budget process for programming.
- Collaborates with Services Managers and the Learning and Development Department to identify staff training needs and offer tailored training programs in relevant areas of expertise.
- Provides technology assistance and computer training to guests and assists guests with self-service equipment and emerging technology.
- Coordinates with staff to develop library displays and merchandise materials to showcase programs and special events.
- Collaborates with the Communications Department to publicize and promote library programs and services.
- Maintains professional awareness of current events, related developments, and trends through reading professional literature and other news media.
- Assists in creating/editing/curating content for the web in the form of blog posts, bibliographies, etc., as required.
- Participates in staff meetings, engages in committee/teamwork, and completes all required and assigned training on time.
- Provides excellent service to internal and external guests, including answering questions and helping guests locate materials and services of interest.
- Employs effective techniques, sound judgment, and adherence to organizational values, policies, and procedures to resolve challenging situations with guests professionally and efficiently.
- Applies comprehensive knowledge of current library theories and practices to assist guests in locating materials, obtaining information, and effectively utilizing library resources, programs, and services
- Drives library and/or personal vehicles to and from various locations.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records, and the code of professional ethics.
- Performs other related duties as assigned.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Frequent travel to other library locations, outreach events, and partner meetings.
- Occasional travel within the state or nationally for appropriate professional development and networking.

**INTERACTION:**

- Interaction with all levels of staff and the public.

**MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment
- Vehicle (fleet/personal)

**MINIMUM QUALIFICATIONS REQUIRED:****Education and Experience:**

- Master's degree from an ALA-accredited college or university in Library and Information Science; and
- Two years of experience creating, planning, and leading outreach and programming for age-specific audiences, or audiences of all ages.

**Licenses and Certifications:**

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Enthusiasm for public service and the ability to work well with a diverse audience.
- Knowledge of current trends in library services.
- Experience building community partnerships.
- Experience working with emerging technologies.
- Experience in leading large-scale outreach events and systemwide programs.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Contemporary and classic literature, non-fiction, and reader's advisory.
- Best practices for serving guests in libraries.
- Literacy needs and interests of the library's service population.
- Computer services, including online searching, social media, reference resources, and databases.
- Methods and techniques of research, data collection and evaluation, statistical analysis, and report presentation.
- Applicable state, federal and local laws, rules, and regulations.
- All computer applications and hardware related to the performance of the essential functions of the job.

**Skill in:**

- Interpreting and applying policies, procedures, and standards to specific situations
- Developing and delivering training programs tailored to internal and external guests.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing.
- Using exceptional interpersonal skills that build and maintain strategic relationships with internal and external guests.
- Planning, conducting, and evaluating programs for all ages, backgrounds, needs, and abilities
- Using tact, discretion, initiative, and independent judgment.
- Utilizing effective and creative problem-solving skills.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.
- Serving as a positive agent for change within the organization.

**Mental and Physical Abilities:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to effectively listen and solve problems.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, handle or feel, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is frequently required to stoop, kneel, reach with hands and arms, and lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position has no supervisory responsibilities.

**WORK ENVIRONMENT:**

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Flexible schedule with the ability to accommodate special programs, outreach events, and departmental needs, including occasional evening and weekend hours.
- This position is eligible for Core and Emergency telework.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety- Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.