



Yakima Valley Libraries
102 N 3rd St • Yakima, WA 98901 • 509.452.8541 • www.yvl.org

TITLE: Outreach Services Librarian

FLSA: Non-Exempt

Location: Yakima Service Center

Posting Date: 8/09/2017

Closing Date: Open Until Filled

Apply: Electronic applications are available online at www.yvl.org or may be obtained at any YVL location and submitted to any Yakima Valley Library, fax to HR at 509-575-3403 or mail to: Human Resources, Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

Contact: Human Resources; (509) 575-3433 or hr@yvl.org

Wage: \$23.55 **Grade:** 9 **Reports To:** Technical Services & Outreach Manager

Hours per Week: 32-40

Schedule: Working hours are subject to change, will be scheduled according to the needs of the library, and may include variable days, evenings, and weekends.

Minimum Qualifications

1. Master's Degree in Library Science (MLS/MLIS) required,
2. Have or obtain a Washington State Professional Librarian Certificate; and
3. Two years of increasingly responsible public library work.
4. Bilingual (English/Spanish – read, write and speak) preferred, but not required.
5. A valid Washington driver's license and normal risk insurability.

Job Purpose and Summary

Presents Yakima Valley Libraries outreach programs and identifies new possible service areas and populations. Outreach Services brings the library experience and resources to the community and focuses attention on services that are inclusive of underserved populations. Upholds the concept of Intellectual Freedom, based on the First and Fourth Amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others. This is a non-exempt, full time position. Benefits include medical, dental, vision, long-term disability, Employee Assistance Program, and life insurance for the employee, Public Employees retirement System program, deferred compensation program, vacation, sick leave and paid holidays.

Supervision Received and Exercised

Receives general direction from assigned management staff. May exercise functional and technical supervision over professional, technical, clerical, and volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. This position in particular can include a wide array of tasks in any department. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
2. Monitors and evaluates local outreach activities to ensure community needs are met.
3. Identifies and stays current with YVL service areas and understands their informational needs and interests. Plans and organizes information for use by unique population groups. Identifies future needs and trends for information services.
4. Assists library customers by checking library materials in and out, issuing library cards, updating library customer records, and placing holds. Resolves issues related to library customer's circulation record.
5. Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other library resources.
6. Uses information resources including online databases and print sources to answer questions and to locate information to borrow; assists and instructs the public in the use of library resources, facilities and policies. Explains library policies and procedures to library customers and staff and resolves related questions and concerns.
7. Develops and implements outreach objectives, monitors progress, and adjusts work plans as appropriate.
8. Trains and motivates personnel within assigned area; works with assigned personnel to correct deficiencies; resolves a wide range of routine and non-routine personnel issues and difficult situations.
9. Plans, prioritizes, assigns, supervises and provides oversight to assigned personnel to ensure efficient and effective operations meet objectives of the strategic plan. Prepares work schedules.
10. Conducts performance appraisals of assigned personnel. May recommend disciplinary procedures in coordination with appropriate management staff.

11. Promotes the use of and assists in the publicizing and merchandizing of library services and materials to targeted populations.
12. Promotes, educates and supports Intellectual Freedom principles with staff and patrons. Resolves related concerns or redirects to appropriate source.
13. Works closely with staff to ensure excellence in informational and readers' advisory services. Mentors, trains, and models performance for other staff.
14. May gather, analyze and report on statistical information about database use, program attendance, reference statistics or other metrics.
15. Creates and provides relevant and timely communications.
16. Attends meetings and participates in professional associations and activities as assigned; reads professional journals and publications; reviews current information and trends in public library services.
17. Under fills for any subordinate position as needed.
18. Performs other duties as assigned.

Knowledge of:

1. Current public library operations, functions, programs and services.
2. Customer service standards and protocols.
3. Departmental policies, procedures, and service standards.
4. Knowledge of a wide variety of reference sources, authors, literature, publishers and publications.
5. Knowledge of search strategies including use of the Internet, database information retrieval and classification systems.
6. Knowledge and support of the principles of Intellectual Freedom and the Library Bill of Rights.
7. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing, spreadsheet, office productivity, and other personal computer applications, emailing systems, databases and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.

2. Facilitating the delivery of high-quality, customer-focused library services to customers.
3. Coordinating and performing a variety of professional librarian functions.
4. Working effectively, with a teamwork orientation, in daily activities as well as addressing problems and unique situations.
5. Using independent judgment and making good decisions when resolving problems relating to patrons/public.
6. Listening to, understanding and interpreting the concerns of patrons.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population. Adapt to changing needs, recognize and set priorities, and plan, coordinate and organize own work.
3. Use diplomacy and tact to establish and maintain relationships with patrons and staff.
4. Operate with a minimum of supervision and work collaboratively in a team environment to find solutions.
5. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
6. Use resources and current library and office technologies relevant to the job duties.
7. Able to work any day the library is open, including evenings and weekends.
8. Obtain and maintain a valid Washington driver's license.
9. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Drive a large library vehicle on a daily basis within YVL service area.

4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library system staff, library customers, other libraries, agencies and organizations, will be necessary to provide and receive information.

Signature

Date