

**DATE PREPARED:** June 2023

**POSITION:** REFERENCE ASSOCIATE—OUTREACH SERVICES\*

**CLASSIFICATION:** LIBRARY ASSISTANT III

**REPORTS TO:** YOUTH SERVICES AND OUTREACH COORDINATOR

**BASIC FUNCTION:** The position of Reference Associate—Outreach Services provides support to the Outreach Services Department by providing a variety of basic public service duties.

**SUBORDINATES:** None

**NATURE AND SCOPE:** This position directly reports to the Youth Services and Outreach Coordinator. The Reference Associate—Outreach Services provides support for the Outreach Services Department by performing a variety of activities with considerable contact with the public. These activities include, but are not limited to, delivering materials to Outreach patrons, communicating with preschool center teachers, nursing home activity directors, homebound patrons, and residents of care facilities to assess patron needs for delivery service. The incumbent works closely with other staff and deals with agencies. A particular challenge of this position involves working with members of the public of varying ages and abilities; matching the interests, abilities and needs of outreach patrons to the library collection; and delivering effective personal service. The incumbent is responsible for keeping accurate, current, and detailed files of patron requirements and borrowing records, delivery schedules, statistics, and communications. \*As a full-time position, an average of 25 hours per week will be spent on Outreach activities, with the remainder of hours spent on other tasks appropriate to the reference associate position as assigned.

### **PRINCIPAL ACCOUNTABILITIES**

Contributes to the overall effectiveness of Outreach Services and provides general reference services;

Matches Outreach patrons' needs with the library collection;

Serves patrons in a courteous and business-like manner;

Maintains accurate, complete, and detailed files, records, and statistics.

Delivers and retrieves materials to patrons of Outreach Services in a timely manner.

**ESSENTIAL DUTIES OF THE POSITION** (Other duties may be assigned as necessary for the efficient operation of the library system.)

Provides direct public services to patrons;

Administers the Talking Books Program, and the Bi-folkal Kits Program;

Selects, and maintains records related to, library materials for individual patrons served by the Outreach Department;

Actively recruits new patrons and responds to requests for services;

Makes recommendations for the addition of materials to the Outreach collection;

Delivers and retrieves library materials to patrons of the Outreach Department;

Checks out, checks in and re-shelves materials in the Outreach Department;

Maintains detailed records of patrons and their borrowing history and preferences;

Compiles and reports borrowing statistics.

### **ACCEPTABLE SKILLS, KNOWLEDGE, AND ABILITIES**

Ability to learn library routines, rules, procedures and policies; ability to create and maintain detailed, accurate records; knowledge of the practices and techniques of reader's advisory; knowledge of basic library materials; knowledge of circulation software, routine transactions, and policies; ability to work with patrons of all ages and abilities; ability to learn computerized routines; ability to manipulate a spreadsheet; ability to do physical work such as driving, lifting, reaching and climbing stairs; ability to operate the library van lift and load and unload full carts of materials; ability to work with limited supervision; ability to maintain a neat, clean appearance in keeping with the established dress code; ability to communicate clearly orally and in writing; ability to work effectively with other staff and with staff of community facilities and agencies.

### **REQUIREMENTS AND QUALIFICATIONS**

An undergraduate degree from an accredited college or university required; any combination of experience and/or training that provides the required knowledge, skills, and abilities will be considered. Demonstrated customer service skills and a commitment to excellent public service required. Must be able to meet the flexible scheduling requirements of the library. Ability to perform the major functions of the position required. Possession of a valid Ohio driver's license and good driving record required.