



Outreach Clerk

Supervisor: Outreach Manager
Position: FLSA Non-Exempt
Pay Band: B

Position Summary

The Outreach Services Clerk supports the Outreach Manager and Assistant in planning and delivery of library materials and programs at library and remote locations, including group facilities, patron homes, book lockers, community events, and more.

Essential Duties & Responsibilities

- Responsible for completing daily tasks in a timely manner, including taking book requests, sorting, pulling, and packing materials for distribution.
- Ensure that the mobile library supplies are fully stocked and ready for service daily.
- Make regular book locker order drops and pick-ups.
- Task-orientated with the ability to work with limited supervision.
- Maintain job knowledge by staying current with library policies and procedures, work-related e-mails and training documents and by attending library-related training as assigned.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Maintain open communication with department Manager and Assistant.
- Ability to drive library vehicles to deliver Outreach materials and services.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D.
- Some college education desired, previous library experience preferred.
- Ability to communicate effectively.
- Ability to work with individuals with special needs.
- Familiarity with MS Office products.
- Keyboarding/Windows proficiency.
- Ability to operate library technology systems, including personal computer, ILS, software programs, and other job-related equipment.
- Valid driver's license and maintain a safe driving record.
- Must successfully pass a criminal background check.

Supervisory/Management Responsibilities

None.

Interaction

Frequent interaction with library employees, patrons, and the community at large.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Book Locker Software, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel is required for coverage at other library locations and program sites.

Frequency of travel: Frequent

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Ability to regularly reach and select materials on tops and bottoms of shelving.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Work performed generally indoors in a library setting or programming space off-site with occasional outdoor programs.

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Schedule

Public Service	On Site	Community Outreach	Telecommute Potential
10%	45%	45%	0%

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.