

County of Berks

POSITION DESCRIPTION FORM

Position Title: Outreach Services Coordinator

Department: Library System Reports To: (Title) Administrator

Wage Category: Exempt Non-Exempt

EEO-1 Category Professional Union Classification _____

POSITION SUMMARY:

The Outreach Services Coordinator performs professional library outreach services work in a variety of areas including early literacy, services to special populations and community based partnerships

POSITION RESPONSIBILITIES:

Essential Functions

1. Assesses need and defines outreach services to the community to promote literacy and lifelong learning
2. Designs, implements and evaluates library services to meet the needs and interests of the community and to reach underserved populations
3. Identifies potential community partners and develop partnerships within the community to extend and enhance library services
4. Collaborates with other community groups and member libraries to meet literacy needs. These can include but not limited to the Berks County Intermediate Unit, Youth Center, Berks Heim, United Way, daycare centers, preschool programs, low-income housing facilities, and county agencies.
5. Serves as the Library System's liaison with agencies serving special populations
6. Hires, trains and supervises Outreach staff including but not limited to preschool specialists
7. Evaluates, selects and purchases materials for outreach programming within budget
- 8.

Effective Date: May 2018

9. Responds to requests for readers' advisory, reference and professional development from outreach clients. Responds to customer concerns and complaints and conducts conflict resolution
10. Monitors budget expenditures and prepares monthly activity and statistic reports.
11. Presents programs to preschool children and other special population groups as needed. Serves as backup to outreach staff to meet program demands and schedule.

Non-Essential Functions

1. Participates in outreach service planning and policy development within the mission of the Berks County Public Library System and its strategic plan.
2. Prepares materials for special projects and completes required reports to the State Library and other outside agencies as needed
3. Attends conferences and other continuing education opportunities to keep skills current and be aware of trends

MINIMUM EDUCATION AND EXPERIENCE:

1. Master's degree in Library Science from a program accredited by the American Library Association
2. Minimum of three (3) years experience in public libraries in a public services capacity, including a minimum of two (2) years in a supervisory role.
3. Valid Pennsylvania Drivers License and clear driving record.
4. State and Federal child abuse clearances.
5. Demonstrated experience in preschool programming and programming to other special populations.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Working knowledge of the principles and practices of public librarianship
2. Working knowledge of methods and procedures utilized in the delivery of outreach services.
3. Working knowledge of state and national laws and standards governing library service and working within special populations
4. Skill in managing staff and evaluating performance.
5. Skill in evaluating and selecting library materials
6. Skill in operating various library software and computer applications

7. Ability to collect, compile and analyze information and data
8. Ability to drive outreach vehicles
9. Ability to train others in library service principles and practices
10. Ability to represent the Berks County Public Library Systems as a department of County government.
11. Ability to form working partnerships with community based organizations and agencies.
12. Ability to work a flexible schedule to meet program demands.
13. Ability to work cooperatively in a team environment which includes BCPL staff, member library staff, community partners and program clients.
14. Ability to communicate effectively both orally and in writing. Ability to speak comfortable in front of groups of people

PHYSICAL DEMANDS:

1. Ability to lift book carriers weighing at least 30 lbs and carry for short distances.

WORKING ENVIRONMENT:

1. Must function in both normal office environments, classroom situations and as a program facilitator
2. Must drive in various weather and road conditions.