

# **CITY OF REDWOOD CITY SENIOR LIBRARY OUTREACH SPECIALIST**

## **DEFINITION**

To perform a wide variety of technical and clerical library work; to encourage and assist patrons in using the library; act as a community liaison between the library and the targeted community, and initiate, plan and implement new services and programs.

## **SUPERVISION RECEIVED AND EXERCISED**

Direction is provided by the Library Services Supervisor or Division Manager.

Responsibilities include functional and technical supervision of pages, volunteers and library assistants.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

1. Serve at a circulation desk; check books in and out of a library or remote site; issue library cards.
2. Respond to in-person and telephone reference and informational questions; refer more difficult or technical questions to appropriate library staff in Main Library.
3. Give group presentations and encourage children and adults to use the library.
4. As a member of the community, represent the library at community events; represent the community's needs back at the library.
5. Deliver books to patrons unable to come to library.
6. Present relevant programs both in the library and off-site.
7. Monitor and direct the work of assigned staff.
8. Collaborate with Project Read, schools and other agencies in developing and delivering educational services.
9. Gather and analyze community data to update community profiles to improve library services.
10. Recommend titles for purchase by Collection Development Coordinator.
11. Perform work with a record of regular attendance and punctuality.

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**OTHER JOB RELATED DUTIES**

1. Delete old books, games and records from computer system.
2. Process discarded items.
3. Perform routine clerical assignments including typing.
4. Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

General types and uses of library materials, library techniques, terminology and services.

Internet and its educational and informational uses.

Computerized library data bases.

Modern office procedures, methods and computer equipment.

Basic mathematical principles.

Needs of the targeted community.

**Ability to:**

Speak, read and write English and Spanish fluently (if appropriate to community).

Teach individuals and/or groups about the Internet.

Assess and communicate community needs for library services.

Perform a variety of technical and clerical library work with speed and accuracy.

Assist patrons in the location and use of library materials.

Effectively communicate library services to the targeted community.

Understand and carry out both oral and written instructions.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

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Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Skill to:**

Operate modern office equipment including computer equipment.

Operate computerized library systems.

Troubleshoot hardware, software applications and peripherals.

Operate a motor vehicle safely.

**Experience and Training Guidelines:**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of experience working with schools, community-based organizations, immigrants or at-risk families concerning library services.

**Training:**

Equivalent to a Bachelor's Degree from an accredited college or university with course work in education, social science, or library science.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

**Special Requirements:**

*Essential duties require the following physical abilities and work environment.*

Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, lift 20 lbs., and push/pull 50 lbs.

Ability to read, write and speak Spanish fluently, if appropriate.

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**ADA  
DOCUMENTATION OF ESSENTIAL DUTIES**

1. SDE
2. SDNE
3. SDE
4. MWE
5. OANE
6. OME
7. MDNE
8. OME
9. OANE
10. SDE
11. SDE

**DOCUMENTATION SCALES AND CODES  
FOR ESSENTIAL DUTIES**

**Time Spent:**

<b>S</b>	Significant	10% of day, week, or month
<b>M</b>	Moderate	5-9%
<b>O</b>	Occasional	Less than 5%

**Frequency:**

<b>D</b>	Daily
<b>W</b>	Weekly
<b>M</b>	Monthly
<b>A</b>	As needed

**Supervisor/Manager Review:**

<b>E</b>	Major focus of job/position
<b>NE</b>	Minor (can easily be assigned to another position)

**Effective Date:** February, 2000

**Bargaining Group:** Service Employees' International Union - Local 715