

Kirkwood Public Library
May 2019
FLSA Classification: Non-Exempt

Position: Library Associate III – Coordinator of Homebound & Outreach Services

Reports to: Director of Adult & Community Services

Hours: Mondays 9am-2pm, Tuesdays, 9am-2pm, Wednesdays 9am-2pm, Thursdays 9am-2pm, alternate Fridays 9-2.

Weekend hours may be scheduled according to Library staffing needs.

Job Purpose: Responsible for developing and delivering library services to Kirkwood community members while providing high levels of customer service in the Library and community.

Responsibilities:
Regular attendance as scheduled and performing tasks as assigned are essential job functions.
Handle the Homebound Services program with co-workers. Sign up new patrons, work to recruit and train volunteers, handle patron requests, gather materials for Homebound delivery, and phone volunteers when items are ready for delivery. Deliver books to patrons according to established schedule. Maintain regular communication with homebound patrons.
Suggest new materials for the Homebound Collection.
Perform circulation duties such as issuing library cards, charging, discharging, renewing materials and negotiating procedures for overdue and lost materials for outreach patrons.
Perform Reference duties such as assisting patrons with the Library catalog, public computers, passport applications, Internet, databases and Microsoft applications.
Develop, organize, and present outreach services, programs and other local activities to address community needs and promotes library services. Monitors and evaluates local outreach activities to ensure meeting of community needs.
Identify outreach opportunities and develops appropriate response with manager and co-workers.
Help to represent the library at meetings to further outreach services by serving as a library liaison. Develops contacts and programs to meet the needs of all library patrons.
Develop, organize, and present programs in the library.
Learn popular titles, authors, and award winners. Assist in compiling book lists and bibliographies and creating publications (i.e. bookmarks) for the benefit of outreach patrons.
Perform Readers' Advisory Services for outreach patrons.
Provide Quick and Research Reference for outreach patrons.
Assist patrons in accessing electronic library collections on their personal devices.
Collect outreach and homebound statistics monthly and submit to manager.
Assist with the Book Club kits, including creation, list updates and discussion questions.

Write occasional articles of interest for the KPL blog and other publications.
Meet and communicate regularly with manager and coworkers.
Attend and participate in committee meetings and professional development workshops.
Develop and implement special projects, as assigned.

Qualifications:

1. College degree required, Library or customer service experience preferred
2. Reliable, personal transportation and a valid driver's license.
3. Knowledge of Windows based computer & Internet searching applications
4. Good communication skills & pleasant demeanor in person or the telephone
5. Strong customer service skills; must be able to deal with the public in gracious and professional manner
6. Must be able to work in a public service area that is busy, sometimes noisy, and with frequent interruptions
7. Must be able to lift 25 pounds.
8. Willingness and ability to acquire knowledge of new technology available in the library and the ability to translate that knowledge to patrons and other staff members
9. Ability to establish and maintain effective working relationships with other employees and patrons
10. Willingness and ability to work in a fluid, changing and challenging environment
11. Willingness and ability to work with patrons of all ages including children and seniors
12. Must be comfortable with and have experience with public speaking (includes introducing guest speakers in small and large crowds)
13. Ability to manage programs (includes creating, promoting, facilitating, evaluating)
14. Have experience organizing book discussions and leading small group discussions
15. Work agreed schedule determined by your supervisor.