



**ORGANIZATION:** City of Lincoln City  
**JOB TITLE:** Outreach Services Coordinator  
**FLSA STATUS:** Non-Exempt, Grade 8  
**UNION:** AFSCME  
**UPDATED:** October 2015

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**PURPOSE OF POSITION:** Deliver excellent customer service by planning, organizing, maintaining and delivering Library outreach services to community members. Represent the Library in the community by networking and attending events.

**ESSENTIAL JOB FUNCTIONS:**

Outreach Duties:

Manage and expand the Library outreach program to increase access to Library services remotely. This includes conducting card registry, scheduling visits and delivering library materials and handling overdue notices for seniors, individuals who are homebound, individuals with disabilities, people experiencing homelessness, members of the community who speak English as a second language, youth or educational programs, etc. Work with the Library Director to develop new programs to promote library services to and better serve under-served populations in the Library's service area. Publicize and market the Library's outreach services through website, social media, print, networking and other means. Maintain appropriate records.

Organize, maintain and recommend materials for the outreach and large print collections, including donated materials. This includes labeling, bar coding, and entering additions to collection into the ILS database. This also includes maintaining site libraries in various locations.

Represent the Library in the community by serving as liaison to appropriate agencies (e.g. Oregon State Library Talking Book Program), attending meetings and offering Library services at community events. This includes overseeing volunteers at events.

Circulation Desk Duties:

Provide back-up staffing to the Circulation Desk, including greeting and assisting patrons in-person, online and by phone; checking in/out materials, collecting fines/fees and issuing cards. Also includes providing regional cooperative Library loan service, searching database, tracking holds, reserving/renewing/ordering material, receiving and logging orders, patron notification, returning materials to lending Libraries as well as providing ready reference services and ensuring compliance with procedures (e.g. Library Code of Ethics).

Explain use of facilities and materials (e.g. use of catalog and Dewey Decimal classification systems) as needed. Assist with the operation of library equipment, e.g. computer terminals (e.g. catalog and Internet)

May assist with the opening or closing of the Library as needed.

Use various software programs, including Microsoft Office and Integrated Library System to perform job duties. This includes using e-mail to engage in appropriate and professional communications internally and externally as needed.

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Maintain professional, respectful, productive and cooperative working relationships with all City staff, other organizations and the general public. Represent the Library in a positive and professional manner at all times.

Follow all safety rules and procedures for work areas and delivery sites. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

**AUXILIARY JOB FUNCTIONS:** Provide assistance to other staff as workload and staffing levels dictate.

Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** High School education or equivalent plus additional relevant education/training and four years of relevant experience in a Library, outreach, program management and/or customer service position or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities necessary to perform the above duties. Knowledge of program planning and management principles and demonstrated ability to manage and market successful programs. Strong literary experience and familiarity with library operations. Excellent customer service skills, including experience with serving individuals from diverse communities. Excellent verbal and written communication, computer/software and time management skills. Aptitude for learning the ILS system. Ability to plan, organize and perform assigned work with initiative and good judgment, independently or with little supervision is critical.

**SPECIAL REQUIREMENTS:** Valid Oregon Drivers License and ability to independently operate a mini-van. CPR/First Aid Card within six months of appointment.

**DESIRABLE REQUIREMENTS:** Bilingual (English/Spanish) strongly preferred. Knowledge of the local Lincoln City area and its diverse populations.

**PHYSICAL DEMANDS OF THE POSITION:** While performing duties of this position, the employee is frequently required to sit, stand, communicate, kneel, reach, and independently manipulate tools, objects, controls, and equipment. The position requires mobility. Duties include moving materials weighing up to 25 pounds on a regular basis, and carts of materials weighing up to 100 pounds infrequently. Must be able to independently move loaded book bags in and out of a mini-van and in and out of homes, sites, events, etc. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, other standard office equipment and operating a motor vehicle.

**WORKING CONDITIONS:** Usual working conditions provide protection from the elements however travel within Lincoln City is required on a daily basis. The noise level in the work areas is typical of most Library, home, office or agency environments with telephones, personal interruptions and background noises. Representation at events would expose to noise, fumes and weather.

**SUPERVISION EXERCISED:** Supervision is not a normal function of this position. However, this position may train volunteers in various aspects of senior outreach service and coordinate the delivery of those services by volunteers

**SUPERVISION RECEIVED:** Works under the direction of the Library Director.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.