

Final

Yakima Valley Libraries Library Associate Supervisor - Outreach FLSA: Non-Exempt

Job Purpose and Summary

Performs a variety of paraprofessional support services throughout the Yakima Valley Libraries to support the following activities: circulation, information, reference and readers' advisory services; materials selection and collection maintenance and other public library services. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general supervision from the Outreach Services Manager. May exercise direct supervision over technical, clerical, and volunteer staff. May act as "Person in Charge" as designated by Manager.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Serves patrons using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
2. Identifies and stays current with YVL service areas and understands their informational needs and interests. Plans and organizes information for use by unique population groups. Identifies future needs and trends for information services.
3. Assists library customers by checking library materials in and out, issuing library cards, updating library customer records, and placing holds. Resolves issues related to library customer's circulation record.
4. Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other library resources.
5. Uses information resources including online databases and print sources to answer questions and to locate information; explains library policies and procedures to library customers and staff and resolves related questions and concerns.
6. Monitors and evaluates local outreach activities to ensure community needs are met.

7. Assists the manager in developing and implementing outreach objectives, monitors progress, and adjusts work plans as appropriate.
8. May assist in the selection, training, and motivation of personnel within Outreach Services. Under direction of manager works with employees to correct deficiencies; assists in the resolution of a wide range of routine and non-routine personnel issues and difficult situations.
9. Supervises and provides oversight to assigned personnel to ensure that Outreach services and collections meet objectives of the strategic plan and YVL mission.
10. Provides observations and input to the manager for performance appraisals of Outreach staff.
11. Weeds for condition and replaces library materials, working closely with manager and/or librarian in charge of collection development.
12. Promotes the use of and assists in the publicizing and merchandizing of library services and materials to targeted populations.
13. Prepares a variety of statistical and other reports. May prepare work schedules.
14. Attends meetings and participates in various committees, as assigned.
15. Under fills for any subordinate position as needed.
16. Performs other duties as assigned.

Qualifications

1. Two years of college or an Associate of Arts degree from an accredited college.
2. Two years of increasingly responsible public library work.
3. Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs.
4. In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
5. A valid Washington driver's license.

Knowledge of:

1. Principles and practices of basic library work, including the Dewey Decimal System.
2. Customer service standards and protocols.
3. English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.
4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
5. Knowledge of a wide variety of reference sources, authors, literature, publishers and publications.

6. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems, and web-based searching.
7. Knowledge and support of the principles of Intellectual Freedom and the Library Bill of Rights.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Facilitating the delivery of high-quality, customer-focused library services to customers.
3. Listening to, understanding and interpreting the concerns of patrons.
4. Working effectively, with a teamwork orientation, in daily activities as well as, addressing problems and unique situations.
5. Using independent judgment and making good decisions when resolving problems relating to patrons.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
3. Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population.
4. Learn and master the integrated library system procedures related to circulating materials, handling patron's accounts, and other relevant procedures.
5. Use resources and current library and office technologies relevant to the job duties.
6. Adapt to changing needs, recognize and set priorities, and plan, coordinate and organize own work.
7. Operate with a minimum of supervision and work collaboratively in a team environment to find solutions.
8. Provide circulation, reference and readers advisory services.
9. Assist in analyzing the needs of the collection; select, weed, and maintain collections in assigned areas under the direction of the manager.
10. Able to work any day the library is open, including evenings and weekends.
11. Obtain and maintain a valid Washington driver's license.
12. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. Pushing/moving library materials weighing up to 120 lbs. with mechanical assistance, such as a cart or dolly.
3. Drive a large library vehicle on a daily basis within YVL service area.
4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library system staff, library customers, other libraries, agencies and organizations, will be necessary to provide and receive information.

Signature Date