



**Position Title:** Head of Outreach  
**Reports To:** Library Director  
**Supervises:** Outreach staff

**Department:** Outreach  
**Status:** Exempt  
**Date:** August 24, 2021

**Summary of Function:**

Under general direction, performs professional and administrative tasks related to the operation of the Outreach department and vehicles, including planning, implementing, directing, and evaluating library services. Supervises staff in the Outreach department. Provides customer service including reference and readers' advisory; collection management; and program planning and delivery.

**Job Functions:**

- Oversees all activities of the Outreach department.
- Hires Outreach staff in consultation with the Director and Assistant Director.
- Supervises and evaluates the performance of the Outreach staff.
- Provides training and training opportunities for departmental staff.
- Provides input in developing the library's annual budget.
- Manages the departmental budgets.
- Compiles, reports, and evaluates statistics.
- Oversees Outreach programs including summer reading programs.
- Provides reference and reader's advisory service to the public.
- Participates in collection management for the Outreach collections, including acquisitions, weeding, and inventory.
- Coordinates all Outreach events.
- Schedules and evaluates vehicle stops.
- Develops procedures for safe and professional vehicle operations.
- Coordinates inspection and maintenance of all library delivery vehicles.
- Promotes the library's resources and services through displays, articles, and other means.
- Helps maintain the content of the relevant sections of the website and social media outlets.
- Maintains membership in relevant professional organizations.
- Forms productive relationships with other local agencies providing adult education and outreach.
- Attends professional meetings, conferences, and training sessions for professional development.
- Initiates, participates and collaborates in the library profession beyond MRLD.
- Initiates, participates and collaborates with MRLD staff on projects and committees.
- Participates in activities such as staff meetings, committee work and trainings.
- Performs all other duties as assigned.

**Qualifications:**

- Bachelor's degree from an accredited college or university is required. A Master's Degree in Library Science accredited from ALA is preferred. Three years' progressively responsible experience working in public library outreach services is required. Supervisory experience is

- preferred. Will consider equivalent combination of education and experience.
- Valid Colorado Driver's License and the ability to safely operate library delivery vehicles is required. The vehicles include a 19-foot Sprinter van and a 32-foot Bookmobile.
  - Ability to train and supervise library staff.
  - Strong organizational skills.
  - Ability to relate to patrons of all ages.
  - Knowledge of online library catalogs, Internet search tools, Microsoft Windows and Office applications, and related technologies is required. Knowledge of electronic resources including mobile technologies and social media is strongly preferred.
  - Ability to communicate effectively, both orally and in writing. Bilingual Spanish/English skills preferred.
  - Able to build strong working relationships, internal & external to the organization.
  - High level of interpersonal skills and integrity.
  - High level of customer service skills.
  - Able to apply common sense understanding to carry out instructions furnished in written or oral form.
  - A flexible team player with the ability to work successfully in a changing environment.
  - Ability to perform all duties and responsibilities in a timely and effective manner in accordance with policies, programs, and guidelines to achieve the overall objectives of the position.
  - Passionate about the mission of public libraries. Comfortable with the principles of intellectual freedom.

**Working Environment:**

Performs job in a library setting and in library delivery vehicle(s) with some demanding situations. Working environment includes time spent outside in all kinds of weather and in other community facilities. Job involves working a varied schedule, including evenings and weekends, which may change periodically. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required. Occasional travel may be required.

**Physical Activities:**

Ability to lift books and other materials up to 50 pounds and move heavy book carts. Ability to load and unload books and book carts from the library's delivery vehicle(s). Some bending and stooping required. Specific vision abilities required by this job include close vision and the ability to adjust focus.