

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: COMMUNITY OUTREACH SUPERVISOR

DEPARTMENT: LIBRARY

BASIC FUNCTION:

Under general direction, to perform library administrative, technical and public relations responsibilities involving the operations of a community library; to perform outreach activities with community groups and individuals to meet the library service needs of a particular community; and to perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

A community library is typically smaller and focuses on the special needs of a neighborhood, culture or language of the community served while a branch library typically serves a broader population and offers a wider scope of services. The Community Outreach Supervisor specializes in developing library collections and services to meet the needs of the particular community as well as performing extensive outreach and interaction with community groups and individuals to promote library services. The next higher level of Senior Librarian specializes in a particular subject area and is the supervisor of a major library division.

KEY RESPONSIBILITIES:

Formulate community library goals, objectives, policies and procedures with input from the community and other library staff to make library collections and services accessible to the community.

Interact with individuals and groups within the community to determine information needs and plan cooperative services to meet those needs.

Oversee and participate in selection of adult and children's materials, especially bilingual materials and those in the language of the community being served.

Plan and administer a variety of specialized adult and children's programs for the community served.

Write, translate and oversee the development and distribution of bilingual public relations materials.

Provide personalized reading guidance, information and referral assistance to library patrons.

Meet with public officials, media representatives and the general public as a Library representative providing information about community library services.

Perform a variety of administrative and technical library tasks involving the day-to-day operations of a community library.

Prepare administrative reports and budget requests; monitor budget expenditures.

Coordinate facility maintenance issues.

Supervise, select, train, and evaluate paraprofessional and clerical staff.

Coordinate library activities with other library divisions.

Perform other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

- Principles and practices of public library services and procedures.
- Principles and practices of assessment strategies and library outreach to determine community needs and to stimulate interest in library services.
- Dynamics of multicultural environments, with special knowledge of the culture(s) and language of the community being served.
- Effective public relations strategies for the community served.
- City policies and procedures related to the assigned duties.
- Principles of supervision, training and performance evaluation.
- Standard office methods, practices and procedures.

Ability to:

- Demonstrate and foster excellent customer service.
- Use automated library systems, databases and Internet in performing technical library tasks.
- Interact in a sensitive and positive manner with persons from a wide variety of ethnic, cultural, language and economic backgrounds.
- Function effectively as a member of a diverse team of community representatives and library staff to plan and implement library services.
- Provide leadership in implementing the community library services' mission.
- Exercise independent judgment and resolve problems.
- Supervise, train and evaluate staff.
- Plan, schedule and delegate work assignments.
- Keep accurate records, prepare budgets, meet deadlines and write reports.
- Make public presentations to adults and children.
- Evaluate, plan and develop library collections, particularly those in the language of the community served.
- Initiate, Implement and evaluate projects.
- Be flexible in response to changing circumstances and community needs.
- Communicate effectively, orally and in writing.
- Establish and maintain cooperative relationships.

EXPERIENCE AND EDUCATION:

Any combination equivalent to the experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth grade, supplemented by college level coursework in library sciences, and

Two years experience involving community relations with diverse populations, particularly with a population similar to that served by the community library, and a minimum one year progressively responsible library experience, preferably in a public library.

SPECIAL REQUIREMENTS:

Possession of a valid California Driver's License and evidence of a safe driving record.

Depending on the assignment, specialized language skills requiring oral and written fluency in the language of the community served may be required.

Cultural knowledge and experience working in the community served may be required and specified at the time of recruitment.

Flexibility to work a variety of day, evening and weekend hours as required.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret narrative and statistical data, information and documents; analyze and solve problems; use reasoning and abstract concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, technical vendors and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

DATE APPROVED: May 8, 2001