



Outreach & Access Services Manager

<i>Accountable To</i>	Director
<i>Location</i>	Lapwai, ID – District Office
<i>Supervises</i>	Volunteer, Interns
<i>Hours & Benefits</i>	22 hours per week; PERSI retirement benefits; vacation and sick leave.
<i>Status</i>	Non-exempt

Reporting to the Director, The Outreach & Digital Services Manager oversees current and future development of outreach and access services across Prairie River Library District. The position supports lifelong learning, digital literacy, instructional support of emerging technologies, coordination of outreach and direct public service. The Outreach & Access Services Manager oversees patron-facing computer services, as well as planning, coordinating, and implementing programs and services to support community interests and emerging needs.

Essential Jobs Tasks

- Provide patrons with technology assistance, self-service equipment and technology, acting as a digital navigator to patrons.
- Provide outreach services on behalf of Prairie River Library District through use of the Prairie River Library District Mobile Library.
- Maintain knowledge of current library trends and develop services that reflect the needs of the community.
- Establish and maintain effective working relations with PRLD staff, elected officials, County employees, and the general public.
- Work collaboratively with other District Management team members and branch staff to prioritize projects and support district and team objectives to ensure inclusive and robust library access for all patrons.
- Create positive experiences for library guests and internal customers; present a positive image of the library in attitude, communications, and appearance.

- Participate in continuing education opportunities for continued development of skills relevant to the role.

Patron & Staff Assistance

- Provide individualized or small group assistance to community members in need of coaching in introductory digital skills to become effective technology users.
- Participate in community events and outreach opportunities to enhance user experience, advertise district programs, resources and services.
- Maintains a positive, courteous, and friendly attitude toward all patrons and colleagues.
- Safeguards confidentiality in all matters relating to patron and staff information, and district office information and records.
- Understands, follows and enforces all policies and procedures of the library district accurately and efficiently.
- Sets the standard for exceptional service to all library patrons, both internal and external.

Additional Responsibilities

- Attend district board, Valnet, and training meetings at the discretion of the Director.
- Supervise volunteers, interns, and staff as required.
- Performs other related duties as assigned.
- Assists in district marketing and promotional efforts.
- Drive and provide services from the Prairie River Library District Mobile Library

Abilities, Skills, and Knowledge

- Excellent oral, written, telephone and online communication skills, including the ability to connect and establish trust with patrons from diverse backgrounds.
- Ability to creatively solve problems and handle situations professionally and positively.
- Ability to provide excellent customer service, establish appropriate boundaries.
- Skilled in organizing, managing, and motivating people.
- Ability to work independently, with attention to detail and accuracy.
- Ability to work varying shifts including evenings and weekends as required.
- Working knowledge of technology, software, and information systems.
- Strong experience utilizing computer applications for word processing, spreadsheets, presentation software, and database management
- Basic budget and accounting skills.

Experience and Training (Required)

- High school diploma or equivalent.
- Experience with and knowledge of technology, software, and information systems.
- Experience working in a customer service setting.
- Experience working with youth and older adults.
- Experience with KOHA ILS or other collection management programs.
- Valid Driver's License with an acceptable driving record.

Experience and Training (Preferred)

- Associate or Bachelor degree in information sciences, information technology or communications.
- Experience with Digital Navigators program and/or Digital Navigator Certification.
- Experience working as a community liaison or working as a contact for partner groups.
- Experience with KOHA ILS.
- Knowledge of library materials, methods, and practices.
- Experience in library programming, or event coordination for all age groups.
- Experience with the Valnet Consortium.

Working Conditions

- Physical activities in this position include sitting and standing for extended periods, reaching overhead, bending at the waist, and moderate lifting up to 35 pounds.
 - Ability to work in a confined environment with fluctuating temperatures.
 - Competency in reading, writing, and speaking English is required.
 - May occasionally be required to work outside of regular business hours, including nights and weekends.
 - Vision must be adequate to read spine labels on top and bottom shelves and computer screens.
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