

Job Description

Human Resource Use Only	
Position Number:	
Step/Grade	H
Effective Date:	

POSITION IDENTIFICATION

Position Title:	Homebound Services Associate
Department:	Library
Status:	Part-time; nonexempt
Workweek:	Varies around open hours

SUPERVISORY RELATIONSHIPS

Reports to:	Technical Services Manager
Directly Supervises:	No supervisory responsibilities

POSITION PURPOSE

The Homebound Services Associate plans, coordinates, and delivers library materials and outreach services to patrons who are unable to visit the library. The person in this position builds relationships with homebound individuals, caregivers, senior living communities, and community organizations to ensure equitable access to library resources.

ESSENTIAL DUTIES

- Manage the Homebound Services program
 - Process new applications for Homebound Services from individual patrons and local senior living facilities
 - Utilize readers' advisory techniques to select and curate personalized library collections for program participants
 - Maintain program participant records in the Integrated Library System (ILS)
 - Manage Homebound collection delivery/pickup
 - Promote Homebound Services and develop community partners through outreach. Acts as a library liaison to partner care facilities as a representative of the library
 - Oversee the recruitment, onboarding, training, and coordination of volunteers for the Homebound Services program
 - Compile statistical reports for the Homebound Services program, including volunteer activity and program usage
 - Conduct occasional tours and presentations for residents and staff at local senior living facilities
 - Assist patrons with accessing digital library resources
- Enforce the library's policies and procedures and works to support safety and security of the building and grounds

OTHER DUTIES – the person in this role may:

- Participate in library programs, outreach and events
- Provide assistance at customer service desks
- Assist in collection maintenance duties
- Perform other duties as assigned

MINIMUM POSITION QUALIFICATIONS

Education	A bachelor's degree; or any equivalent combination of training, education, and experience which provides the required knowledge, skills and abilities, as determined by the City.
Experience:	Two to five years of job-related experience in a library setting or a position requiring excellent customer service skills, data management skills, and the use of advanced technology in a fast-paced, work-intensive environment.
Certifications/Licenses:	None
Other Requirements:	Familiarity with integrated library systems, online databases, print, non-print, and electronic resources.

KNOWLEDGE, SKILLS, & ABILITIES

- Strong verbal and written communication skills
- Ability to represent the library in a responsible, professional, and trustworthy manner
- Ability to adapt to changes in the work environment
- Ability to maintain a calm demeanor under stressful or unsettling circumstances
- Ability to follow detailed verbal and written instructions
- Ability to work independently with minimal supervision
- Ability to work efficiently while paying close attention to detail
- Ability to multitask and prioritize
- Ability to assess users' needs and provide assistance
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public
- Ability to meet the flexible scheduling needs of the library
- General mathematics skills
- Advanced technology skills, including keyboarding, word processing and email
- Ability to make presentations to varying sized groups of people with a wide range of knowledge and abilities
- Demonstrated ability to plan, coordinate, and expedite work projects
- Ability to demonstrate accountability, integrity, and maintain a high level of confidentiality
- Detailed knowledge specific to current trends, tools, issues, software, and skills being implemented in specific area of focus

BACKGROUND CHECKS

- Condition of Employment

PHYSICAL DEMANDS

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Manual Dexterity:	Work requires the ability to circulate actively and continuously through the library space. This position requires alertness, ability to observe public behavior, and quick response to emergency situations.
Physical Effort:	The employee is regularly required to exert light to medium physical effort in light to medium work involving lifting, carrying, pushing, walking, standing,

	reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required include close vision, distant vision, and ability to adjust focus.
Working Conditions:	The noise level in the work environment is moderately quiet. Work is normally indoors with controlled climate conditions. Work will require mobility during special events and programs. Employees may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions for purposes of accomplishing the essential functions of the job. Potential travel to meetings outside of the library.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.