

Webster Parish Libraries

521 East & West Street
Minden, LA 71055



Job Description Form

EMPLOYMENT INFORMATION

Branch:	Springhill	Status:	Full-Time
Position:	Outreach Programmer	Hours:	M-F 8AM – 5PM
Supervisor:	Branch Manager	Hourly:	Saturdays as Needed

OVERALL OBJECTIVE

To develop, coordinate, and deliver outreach services that expand access to library resources for older adults, homebound individuals, and underserved residents throughout the parish - particularly in the southern region. Works collaboratively with the Director of Marketing and community partners to promote library services, represent the Library at off-site events, and strengthen system-wide advocacy efforts. Additionally performs routine circulation and reference duties as scheduled to support daily branch operations and ensure high-quality patron service.

ESSENTIAL DUTIES

Outreach

- Coordinates home delivery services to residents in the southern regions of the parish, ensuring timely, reliable, and consistent delivery of library materials.
- Assesses the needs of homebound patrons and selects appropriate materials using effective reader advisory practices.
- Develops, promotes, and delivers outreach programs aimed at expanding equitable access to library services for southern parish residents.
- Promotes and interprets library and community resources to individuals and groups both within and outside Library facilities.
- Plans and implements outreach services and programming for retirement communities, senior centers, nursing homes, and other organizations serving older adults.
- Maintains regular communication with the Marketing Department, Branch Manager, and outreach team to ensure consistent, coordinated outreach efforts across the parish.
- Serves as a liaison to agencies supporting seniors to coordinate services, strengthen partnerships, and increase awareness of library offerings.
- Collaborates with the Marketing Director to organize, staff, and represent the Library at off-site events, fairs, and community programs.
- Actively identifies opportunities to expand and enhance outreach services, with a focus on underserved and isolated populations in the southern parish.
- Facilitates interlibrary loan requests through Loan Shark and provides delivery support for outreach patrons when applicable.

- Maintains accurate and timely records of outreach visits, patron contacts, program attendance, and outcomes for reporting and evaluation purposes.
- Remains informed of best practices, trends, and emerging models in outreach services for seniors, homebound patrons, and vulnerable populations.
- Participates in Library programs and community events outside regular working hours as scheduled or requested.
- Provides assistance to in-branch services as needed to support smooth and efficient Library operations.
- Assists in the planning and delivery of additional programs or outreach initiatives as assigned, based on community needs and library priorities.

Circulation/Reference

- Greets and assists patrons in a friendly, professional manner, delivering high-quality customer service consistent with Library policies and service standards.
- Performs routine circulation functions, including checking materials in and out, processing returns, renewing items, and handling hold requests.
- Registers new patrons for library cards, renews existing accounts, and accurately updates patron records, including addresses, fines, internet permissions, and account expiration details.
- Answers telephones promptly and courteously, responding to patron inquiries or directing calls to appropriate staff or departments.
- Assists patrons in locating materials within the collection and provides basic reader advisory support as needed.
- Helps patrons use the online catalog, public computers, printers, library databases, and other digital resources.
- Schedules and monitors meeting room and study room reservations in accordance with Library procedures.
- Processes and records financial transactions - including fines, printing, copying, faxing, and payment for lost materials - following established cash-handling protocols.
- Maintains and restocks supplies at printing, copy, and fax stations and assists patrons with the use of these services as required.

ADDITIONAL DUTIES

- Assists with Library programs and events as needed and when scheduling permits.
- Assists with shelving assigned materials accurately and efficiently.
- Assists in the weeding and maintenance of assigned collection areas in accordance with Library guidelines.
- Monitors, organizes, and distributes newspapers and periodicals on a weekly basis.
- Assists the Branch Manager with financial balancing and related tasks as needed.
- Adheres to and enforces all Library policies, procedures, and service standards.
- Protects and maintains patron confidentiality in accordance with Library policy and applicable law.
- Participates in Library activities and events outside normal working hours when requested.
- Completes assigned tasks, documentation, and reports accurately and within established

deadlines.

- Attends required meetings, training sessions, and professional development seminars.
- Performs other job-related duties as assigned to support the effective operation of the Library.

NECESSARY QUALIFICATIONS REQUIREMENTS (KNOWLEDGE, SKILLS, & ABILITIES)

- ✓ Ability to prioritize tasks, manage multiple responsibilities, and adapt to a rapidly changing environment.
- ✓ Ability to work effectively and courteously with the public, coworkers, and community partners, demonstrating patience, professionalism, and strong customer service skills.
- ✓ Ability to speak, read, and understand the English language clearly in order to perform essential job functions.
- ✓ Strong verbal and written communication skills, including the ability to listen attentively and convey information professionally.
- ✓ Ability to maintain confidentiality, handle sensitive information, and manage cash transactions with integrity and accuracy.
- ✓ Strong attention to detail with excellent organizational skills, memory, and accuracy in arithmetic, grammar, spelling, and proofreading.
- ✓ Ability to perform basic mathematical computations and interpret written instructions or specifications.
- ✓ Proficiency with standard office equipment - including telephones, photocopiers, printers, fax machines, and computers - and the ability to learn new software or technology as needed.
- ✓ Ability to work independently as well as collaboratively in a team-oriented environment to support the Library's mission.
- ✓ Willingness to participate in continuing education, workshops, and professional development opportunities.
- ✓ Pleasant and professional telephone manner when contacting patrons, including for overdue materials.

ADDITIONAL BASIC REQUIREMENTS

- ✓ Must be able to successfully pass a standard drug test.
- ✓ Must possess a valid driver's license in good standing and maintain an acceptable driving record as required for operating Library vehicles.
- ✓ Must pass a Louisiana State Police fingerprint background check.
- ✓ Requires a passing score on any given Library qualification test.
- ✓ Requires the compliance of the Library's Drug-Free Workplace policy.
- ✓ Requires commitment to the standards and objectives of the Library.

PHYSICAL AND MENTAL REQUIREMENTS

- Must possess the ability to record, convey and present information, explain procedures, and must follow instructions.
- Must possess the ability to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, squatting, twisting, pushing, carrying, and overhead

reaching to carry out essential duties of the job. On occasion, stooping, kneeling, crouching, crawling, twisting, bending, squatting, climbing stairs or stepladders may be required.

- Requires the ability to pay close attention to details and concentrate on work.
- Must use hands to finger, handle, feel, or operate objects, tools, or controls, and to have coordinated movements of finger/hand and simple movements of feet/legs and torso. Occasionally required to use repetitive movements of the hands.
- Requires sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, usually talking and hearing ordinary conversations in a quiet environment and on occasion in a noisy environment.
- Requires sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate computers and other equipment, Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.
- Frequently requires lifting items weighing up to 10 pounds, occasionally lifting, pushing/pulling, carrying, and/or moving up to 20-50 pounds short distances (20 feet or less).
- Requires the physical ability to push a loaded book cart weighing approximately 300 pounds on level floor and up ramp, and to lift or maneuver onto cart loads up to 50 pounds.

WORK ENVIRONMENT

This job has a primary location; however, at times traveling to different location may be required.

Work indoors in adequate work space, with adequate temperatures, ventilation, and lighting. At times dusty work conditions with potential exposure to airborne pathogens, glare/improper illumination.

Normal office exposure to noise and stress, and is subject to frequent interruptions. Regular contact with other employees is required, but less frequent contact with the general public is required.

EDUCATION, EXPERIENCE, TRAINING

REQUIRED:

- High school graduate or GED

DISCLAIMER

This document outlines the position currently available and does not constitute an employment contract. The Library reserves the right to modify job duties or job descriptions at any time. The statements contained herein are intended to describe the general nature, essential functions, and level of work required for this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. Employees may be assigned additional tasks as necessary, including duties in other functional areas to cover absences, provide support during peak periods, or ensure balanced workload distribution.

The Library is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, age, national origin, or non–job-related disability.