



## Westmont Public Library

428 North Cass Avenue, Westmont, Illinois 60559

Phone: 630.969.5625 Fax: 630.969.6490

[www.westmontlibrary.org](http://www.westmontlibrary.org)

### Hispanic Outreach Coordinator

The Westmont Public Library seeks to provide library services that meet the needs of its community, including significant minority groups. The Hispanic population in Westmont is predicted to grow to more than 10% of the population in the 2010 census. The library's goal is to reach, identify and meet the needs of the Westmont Hispanic community by 2011.

The Hispanic Outreach Coordinator develops and oversees outreach programs to targeted audiences and provides front-line services to the public. Public speaking and local travel required. Some evenings and weekends required.

Part-time position. May be combined with Reference Librarian opening to create a full-time position

Reports to the Manager of Public Services.

#### Primary Responsibilities:

Develops and implements Outreach programs to the Hispanic community in Westmont.

- Develops relationships with the Hispanic community
- Consults with schools and library staff to identify the library resources and programming to meet the needs of the Hispanic community.
- Works with the Early Literacy Coordinator to provide workshops for parents to encourage their children's classroom reading and literacy.
- Assists with marketing of library services and programs to the Hispanic community.
- Evaluates and selects materials for collection development in assigned areas, under the direction of the library director.
- Develops and implements staff training to ensure consistent service to the Hispanic community.
- Prepares bibliographies, displays, and other library aids.
- Conducts an evaluation of the Outreach Program

Refers patrons' requests to appropriate GOTO person.

Resolves patron concerns at the Public Service Desks and refers unresolved issues to manager.

Maintains all relevant records and statistics.

Prepares requested reports and presentations.

Other related duties as assigned.

#### Secondary Responsibilities:

Assists Patrons in the Public Services Areas, activities include:

- Performs opening and closing procedures
- Answers telephones and redirects as needed
- Circulates library materials
- Place holds on SWAN items
- Collects fines and fees
- Answers directional questions
- Registers patrons
- Assists patrons in use of copiers and computers; troubleshoots as necessary.

#### Performance expectations:

Demonstrates commitment to Public Library Service.

Fosters and maintains high standards of public service and professional ethics.

Maintains familiarity with library policies and procedures and can make decisions accordingly.

Maintains necessary skills; attends relevant workshops and classes.

Attends staff meetings and other relevant meetings.  
Keeps all library material in good order and maintains the physical appearance of public areas.  
Ensures public safety.

**Qualifications:**

Bachelor's degree required.  
Excellent Bi-lingual (English and Spanish) communication skills (oral and written) required.  
Library experience preferred.  
Avid reader with the ability to book talk.  
1 full year of work experience in a customer driven environment with excellent customer service attitude.  
Computer knowledge sufficient to perform required duties; including word processing and spreadsheet.  
Keyboarding skills necessary to complete tasks quickly and accurately.  
Ability to work and communicate effectively with the public and staff.  
Ability to set priorities, make independent decisions, and exercise discretion and common sense.  
A valid driver's license and the ability to drive throughout the community as required.  
Vision adequate to read computer screens and a variety of print materials.  
Ability to lift and/or transport heavy objects (up to 35lbs).  
Ability to reach, bend, and lift to shelve and retrieve materials.  
Mobility sufficient to maneuver safely between workstations.  
Criminal background check required.