

PROGRAMMING AND OUTREACH COORDINATOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB OBJECTIVES

Under direction, this position will plan, supervise, coordinate and evaluate the activities and operations of the city library's programming and outreach team, as well as provide a full range of exceptional public service.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

Develop, plan, publicize and evaluate traditional and innovative programs that serve the needs of the community; includes but not limited to the summer reading programs; weekly story times; events for teens; school visits; informative, entertaining and/or participatory programs for adults; outreach in the community for all ages.

Develop and maintain strong and effective relationships with outside agencies to introduce and promote library services and programs to Camas citizens of all ages; identify emerging community issues and determine their relevance to library services and collections.

Foster relationships with community educational organizations, promoting early literacy and lifelong learning at every turn.

Partner with the Friends and Foundation of the Camas Library to seek grants and alternate funding sources for initiatives which support the Library's mission and strategic plan.

Recommend and assist in the formulation and implementation of the library's strategic plans, goals, and objectives for services for all ages.

Provide lead supervision and training for staff and volunteers. Coordinate and review the work of assigned staff and volunteers; assign work and projects; monitor workflow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

Maintain awareness of trends in book and electronic publishing through reading appropriate library related media.

Provide a full range of services to the public, in person at public service desks, by e-mail, and by phone, while ensuring the highest standard of customer satisfaction. This includes: provide reference and reader's advisory service to library patrons; teach children and adults how to use the library resources

and technology available to them; conduct library tours; check out materials, issue library cards, and perform other circulation duties.

Attend and participate in professional meetings; stay abreast of new trends and innovations in the field of programming and outreach.

Respond to and resolve difficult and sensitive customer service issues regarding materials, services, or programs.

Provide assistance to the Technology and Collections Manager and Library Director.

Contribute to the library website, social media, and other public relations tools.

Represent the library in community activities.

AUXILIARY FUNCTION STATEMENTS

Follow all safety rules and procedures established for work area.

Perform related duties as required which are logical assignments for the position and directly related to management's needs of the position.

QUALIFICATIONS

Knowledge of:

Public library services and functions

Principles and practices of professional youth services

Principles and practices of professional adult services

Childhood development and literacy skills development

Computerized cataloging, bibliographical and circulation systems, the Internet and electronic resources; includes structure and search techniques

Practices of collection development, maintenance and management

English usage, spelling, grammar and punctuation

Pertinent federal, state and local laws, codes and regulations

Reference question interview process

Contemporary reference tools and information resources.

Ability to:

Provide lead supervision, motivate, direct, and coordinate the work of assigned staff and volunteers

Conduct research using reference sources and the Internet

Creatively develop and energetically provide children's and teen programs and special events

Promote the library through the use of displays, tours, exhibits and other media

Assist patrons in response to reference, reader's advisory and directional library questions

Operate a variety of office equipment including projectors, photocopiers, and computers in a networked Windows environment.

Work competently with MSOffice applications, library applications and technological innovations in a variety of formats

Communicate clearly and concisely, both orally and in writing with clientele from diverse ethnic, socio-economic and cultural backgrounds

Establish and maintain effective relationships with those contacted in the course of the work

Create a positive work environment through flexibility, diplomacy, and humor

Problem solve and make informed decisions

Handle multiple competing priorities and tasks, adapt to change, and work effectively in a fast-paced environment

Provide quality public service through innovation, co-operation, and teamwork

Lead and work effectively and positively in a collaborative team environment

Explore electronic resources to find new means of providing resources and services to youth

Creatively promote a love of reading

Strongly defend intellectual freedom

Education and Experience Guidelines

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

Education:

Masters degree in Library or Library and Information Science from an ALA accredited college or university; a Bachelor's degree and experience may be substituted.

College level course work in child development, children's literature and storytelling

Experience:

Two years' successful experience in a public library providing services to youth and supervision to employees, in a variety of library positions.

Professional experience working with young people and their caregivers

Desired qualifications:

Strong leadership skills

Creative, energetic and articulate professional who enjoys working in a dynamic team-focused environment where change and growth are constants

Positive and enthusiastic approach to public service

Initiates and uses effective problem solving techniques

Excellent interpersonal skills

Self starter

A working knowledge of a language other than English is an asset

Experience building relationships with community organizations

PHYSICAL DEMANDS AND PHYSICAL CONDITION

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Library environment; extensive public contact

Mobility: Incumbents require sufficient mobility to work in a library setting, operate office equipment; extensive and recurring walking, standing, bending, crouching, stooping, and reaching; regular lifting of moderately heavy items.

Vision: Vision sufficient to read small print, computer screens and other printed documents

Hearing and Speech: Sufficient clarity of speech and hearing to be able to communicate effectively.

Other factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside city boundaries to attend meetings.