



JOB DESCRIPTION

POSITION TITLE: Program Coordinator

REPORTS TO: Library Manager

DATE REVIEWED: April 25, 2017

POSITION SUMMARY

Under the direction of the Library Manager, the Program Coordinator is responsible for assessing, developing, planning and facilitating implementation of library programming for adults, teens, and seniors. The Program Coordinator gives top priority to excellent customer service to all patrons and guests of the library.

RESPONSIBILITIES

The following duties and responsibilities are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Primary Duties

- Plans, delivers and evaluates programs for adults, teens, and seniors, including liaising with community groups, contacting speakers/ performers, organizing program details in accordance with procurement procedures. May deliver programs outside the library
- Assists library staff, such as the Children's Program Coordinator and the Library Manager, with implementing additional programming
- Provides information and readers' advisory services, using print and electronic sources, in response to patron needs
- May assist in the identification of community priorities through community engagement and development techniques
- Promotes the library and library programs through traditional and innovative means
- Promotes the library's collection and services through planning, creating and/or setting up displays, resource lists and other means as appropriate. May conduct promotions to outside organizations
- Sets up and tears down program room; troubleshoots technical equipment
- Prepares copy for the library website, social media accounts, monthly newsletter, and general promotional materials such as brochures, and community guides, as well as newspaper articles or advertisements
- Monitors and maintains library social media accounts. Responds to received communications, creates posts for all library promotions and events, shares news of relevant community events, and analyses social media response to determine the most effective channels and schedules for distribution
- Liaises with community groups and distributes material to promote library programs
- Participates in developing library programming objectives
- Provides input into the development of programming procedures

General Duties and Responsibilities

- Customer Service
 - Circulation desk duties, including checking-in and checking-out materials, processing holds, & patron registration
 - Accepts payments of cash, cheque, and debit transactions
 - Assists patrons in the use of the catalogue, Internet, electronic sources and computer software; troubleshoots computers and related equipment
 - Explains library policies to patrons as required; addresses minor complaints
 - Answers and directs patron enquiries
 - Books meeting rooms and maintains booking records
- Maintaining Order
 - Tidies library and cleans equipment and materials as required
 - May set up rooms for programs/ meetings according to the necessary requirements
 - Maintains a clean and orderly appearance throughout the library
 - Maintains order in immediate work area
- Collection Maintenance
 - Assists with collection maintenance and development within established guidelines
 - Assists with shelving and shelf reading
 - Maintains order and neatness
 - Searches shelves and retrieves items
 - Maintains library materials in proper order
- Reporting
 - May assist with library operational activities such as compiling statistics, reports, and conducting analysis of program evaluations
 - Maintains program records and assists with tracking program budgets
 - Maintains accurate accounts for petty cash
 - Keeps library manager informed of daily events or problems; prepares Incident Reports
 - Encourages patron feedback and evaluation on all programming
- Public Relations and Advocacy
 - Proactive in promoting the library and library service in general
- Leadership
 - As delegated, assumes temporary responsibility for library public service in the absence of more senior staff. May be the most senior staff person on regularly scheduled shifts
 - May assist with supervision, training, and orientation of new staff, Student Pages, work experience students, and volunteers

QUALIFICATIONS**Education & Experience**

Two-Year Library & Information Technology Diploma and/ or a public relations/ communications diploma, plus two years related library experience

OR

Bachelor's degree plus an equivalent combination of training and experience

Knowledge & Technical Experience

- Knowledge of adult, young adult, and children's literature may be required
- Knowledge of Internet, Social Media, Windows and office software applications required
- Knowledge of information and readers' services work required
- Knowledge of current technology and trends an asset
- Specialized knowledge of specific user groups may be required
- Knowledge of groups, organizations and services within the library catchment an asset
- Awareness of community resources available an asset
- Experience in program planning and delivery an asset
- Experience in public speaking an asset
- Familiarity with audio visual equipment an asset
- Numerical and alphabetical skills required
- Basic math skills to handle cash
- Previous work experience in a library an asset
- Familiarity with integrated library systems an asset
- Knowledge of web design/ editing and digital publication an asset
- Supervisory experience an asset

RELATIONSHIPS/ CONTACTS

Reports to: Library Manager

Supervises: Programming volunteers, temporary programming assistants, and Student Pages as designated

Internal Contacts: Library staff, grant workers, volunteers

External Contacts: General public
 Authors/ Performers/ Programmers
 Community groups and organizations
 Government departments/ agencies
 Educational institutions

WORKING CONDITIONS

- Standard office or working inside a library building
- Shift work

PHYSICAL AND SENSORY DEMANDS

- Mental and physical demands of presentations and programs
- Frequent sitting
- Lifting library materials, reaching to place materials on shelves, and pushing and pulling book carts
- Deals with patron complaints
- Deals with patrons who present behavioural challenges
- Considerable computer use

CORE COMPETENCIES

- **Problem Solving and Decision Making** – Recognizes patterns, uses analytical skills to draw logical conclusions, and makes recommendations for action. Uses a successful and appropriate approach to issues and solving problems. Uses sound judgment in making decisions, despite obstacles or resistance. Recognizes when to seek guidance.
- **Communication Skills** - Listens effectively, transmits information accurately and clearly, in both written and verbal form. Solicits and provides feedback.
- **Creativity / Innovation** - Looks for appropriate opportunities to generate and to apply new and evolving ideas, methods, designs, and technologies. Shows initiative, energy, and enthusiasm.
- **Knowledge of Work** - Pursues and demonstrates expertise. Acquires broad, in-depth, and up-to-date knowledge of the trends and developments in relevant fields.
- **Technological Competence** - Pursues and demonstrates expertise in technology and can apply it as required. Understands the critical and evolving role of technology.
- **Adaptability** - Responds effectively to changes in direction and priorities (both long-term and short-term), and accepts new challenges and responsibilities.
- **Interpersonal / Group Skills** - Builds strong work relationships; is sensitive to how individuals and organizational units function and interact. Respects the dignity and ability of co-workers. Works co-operatively with colleagues both inside and outside formal organizational units. Participates in and contributes to group efforts, supports consensus building efforts. Works effectively with external partners.
- **Leadership** - Ensures achievement of strategic objectives. Establishes and demonstrates high performance standards. Earns trust and respect. Respects and trusts others. Shows integrity. Motivates by coaching, empowering and recognizing the work of others.
- **Organizational Understanding and Global Thinking** - Shows a commitment to the Rocky Public Library's mission. Demonstrates an understanding of the organization, its services and the materials it provides. Understands and accepts his/her role in accomplishing library priorities and the Rocky Public Library's Plan of Service.
- **Accountability / Dependability** - Accepts responsibility for actions and results. Accomplishes goals, completes tasks and meets deadlines, or gives reasonable notice and explanation. Is productive, while maintaining accuracy and quality.
- **Planning and Organizational Skills** - Identifies and analyzes data. Sets appropriate priorities and objectives, devises effective methods and allocates resources accordingly. Anticipates internal and external changes, trends and influences.
- **Resource Management** - Manages resources, including his or her own time, in a manner consistent with library objectives. Demonstrates a consistent focus on delivering services in a cost effective manner.
- **Service Attitude** - Understands and meets the needs of patrons. Addresses their interests and concerns. Is friendly, polite and approachable.
- **Respect for Diversity** - Respects the diverse opinions and beliefs of library patrons and co-workers. Appreciates the need to respond to, and reflect, the various communities we serve. Implements the appropriate measures to respond to, and reflect, the communities served.