

OIPL Public Services Librarian for Programs and Communication (Programs and Communication Coordinator)

Position Description

General Description

Within the Public Services Librarian job description, with supervision from the Library Director, and in collaboration with Library staff, exercise overall coordination of programs and promotional communication for the Library. Lead assigned paid and volunteer staff members in this and other responsibilities as assigned. Manage appropriate budget categories; and recommend, implement, and maintain relevant policies and procedures.

Programming

- Identify and respond to community needs, tastes, trends, and resources.
- Design and implement innovative programming for the Library, primarily for adults, in cooperation with the Director, Adult Services Librarian, and other staff, and any advisory committees.
- Contact potential program presenters and evaluate potential programs.
- Set up agreements with presenters and coordinate logistics including scheduling, costs, invoicing, travel arrangements, technological needs, room setup and takedown, and any refreshments.
- Collaborate with and inform the staff about programming information and activities.
- Coordinate timing of programs with other library staff to ensure library resources (including funding and staff time) are effectively allocated.
- Support planning and promotion of other staff members' assigned programs.
- Evaluate, tabulate, and report on programming contacts, programs, and services.

Communication

- Coordinate the Library's efforts toward marketing and promoting resources, services, and programs through all available means, both in print and online. This responsibility extends to all library programs.
- Communicate closely with presenters, advisory committees, staff, volunteers, and others on details related to programs or series.

Collection Development and Maintenance

- Recommend collection materials for purchase, especially in support of Library programs.

Customer Service

- Serve one or more customer-service shifts as scheduled.
- Provide accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely, professional, and congenial manner.
- Make accurate referrals to co-workers, supervisor, or other community agencies as appropriate.
- Interpret policies and procedures in a customer-responsive manner.

Library Operations

- Observe policies and procedures regarding opening, closing, and emergencies.
- Plan and monitor purchases made from relevant budget categories, prepare and submit invoices in a timely manner, and contribute to budget planning.

- Operate all office equipment and perform necessary office procedures utilizing copier, fax machine, answering machine, phones, computers, DVD players, projectors, and others as appropriate.

Desired Qualifications:

- Undergraduate or graduate college degree.
- Two years of customer service experience, preferably in libraries.
- Experience planning and implementing successful programs, preferably in libraries.
- Experience developing quality marketing and related materials in print and digital formats.
- Strong computer and technology skills, preferably in libraries.
- Strong oral and written communication skills, expressed with both groups and individuals.
- Ability to work with the public in a pleasant manner and effectively resolve service issues using independent judgment.
- Demonstrated self-directed motivation to provide excellent work products and services to the public.
- Public speaking and presentation experience.

The person in this position will be expected to work 20–25 hours per week (i.e., this is not a full time position) and should be available for some night and weekend work as needed for programs.