

Programming & Outreach Specialist

Position description

Revised 2020



GENERAL DESCRIPTION: Under the direction of Library Director, the Programming & Outreach Specialist supports Crown Point Community Library's mission of being a community center for lifelong discovery by managing and scheduling the library's adult programming and outreach services. The Programming & Outreach Specialist performs duties requiring considerable judgment and initiative in planning and overseeing programming and outreach services for adults both within the library and outside the library.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides and models excellent customer service to all library patrons.
- Member of the Library's Leadership Team.
- Initiates, plans, oversees, and conducts a variety of programs and activities to encourage the use of the library by adults including: films, concerts, book clubs, speakers and performers, and other special events. Responsible for statistics record keeping for adult and outreach programming.
- Manages Book Club-to-Go Kits and Outreach Lit Boxes.
- Supervises adult volunteers; ensures compliance with library policies and procedures. Responsible for adult volunteer program for library system.
- Regular public service duties include staffing service desks as coverage demands and providing roving reference/Reader's Advisory duties.
- Responds to inquiries and provides customer service, assistance, and instruction to library patrons; interprets library rules, policies, and procedures to the public.
- Maintains and cultivates contacts with the general community, schools, other libraries, and city employees to advance library outreach opportunities.
- Present a monthly departmental report at Board of Directors' meeting.
- Increases skills and knowledge through professional reading, webinars, and workshops.
- May work nights and weekends to support programming and outreach events.

ADDITIONAL EXAMPLES OF WORK PERFORMED:

- Provide patron-focused reference and reader's advisory services for all ages using library catalog, Internet search engines, and subscription databases.
- Prepare public displays.
- Drive library van.
- Partner with Communications Specialist to promote programs via publicity releases, flyers, social media, and online calendar. Member of Social Media Team.
- Assist Director with grant writing and implementing library grant initiatives.
- Advocating outreach services within the library system.

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KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to plan, coordinate and direct work.
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees.
- Strong written, verbal, and technological skills.
- Demonstrate emotional intelligence and ability to work through difficult situations.

QUALIFICATIONS:

- Bachelor's degree required.
- Must be eligible for Indiana State Library LC5 certification within 3 years of hiring.

PHYSICAL DEMANDS:

The physical demands described here are representative of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some outreach events take place outdoors in variable weather conditions.

The employee may frequently perform these actions:

- Stand, walk, sit
- Use hands and fingers to handle books, paper, technology
- Lift and/or move up to 25 pounds

APPLICATION PROCESS:

- Submit all materials including: resume, cover letter, Application for Employment found on crownpointlibrary.org in PDF format to hr@crownpointlibrary.org
- Provide three professional reference contacts.
- Incomplete applications may be discarded.
- Position open until filled.

SALARY:

\$43,138/year Grade 13A