

	Pemberton & District Public Library Job Description: Youth & Adult Program Coordinator/ Library Assistant
	Reports to: Library Director Reviewed/Revised Date: November 2024

Role Summary

Reporting to the Library Director, the Youth & Adult Program Coordinator supports the delivery, design, and evaluation of youth and adult programming including workshops, guest speakers, and other select initiatives.

The incumbent will also conduct outreach to community members in partner venues, actively promote patron’s use of the library, and advocate for accessible programming within the library organization.

The position will also be front-facing, responsible for information desk shifts as scheduled.

Duties and Responsibilities

Programming

- Working with the Assistant Director, initiate, plan, oversee, and conduct a variety of programs and activities to encourage the use of the library by youth and adults including films, reading clubs, speakers and performers, and other special events.
- In collaboration with the Assistant Director, develop and implement outreach activities which promote library services and resources.
- Work with the wider programming team to support the direction of the library.
- Partner with Assistant Director to promote programs via publicity releases, flyers, social media, and online calendar.
- Record and track attendance statistics. Report on program outcomes.
- Work within pre-defined budget parameters

Customer Service

- Perform circulation duties; respond to public and staff queries and resolve problems
- Assist patrons to locate materials in the library and to use the OPAC.
- Provide reference and readers’ advisory services to all patrons using a variety of electronic and print information sources.
- Process library memberships according to policy
- Assist and instruct the public in the use of electronic and print resources
- Provide information on library events and programs, in person and over the phone
- Assist with bookings/reservations for Public Access Terminals and library programs
- Provide basic technology support to patrons using Public Access Terminals.
- Troubleshoot hardware and software problems, reporting problems to Library Director

Administrative duties

- Sort and shelve library materials
- Maintain appearance of shelves, displays and public areas
- Recall/maintain overdue material listings
- Perform basic equipment maintenance and resolve routine hardware and software problems
- Follow and implement current library policies and procedures

- Open and close the library when required following all relevant opening and closing procedures
- Participate in staff meetings
- May be required to design and produce posters, booklists and brochures promoting library events and services.
- Performs other related duties as assigned

Required knowledge and Skills

Education and experience

- Completion of grade 12, preference to bachelor's degree
- 2 years experience in a library or similar customer service environment preferred
- Experience in the delivery of programs

Technical Knowledge & Specific Skills

- Understanding of library core values, ethics and protection of privacy.
- Intermediate proficiency in using Sharepoint and Microsoft Office programs.
- An understanding that digital literacy is a component of library services and are comfortable handling technology devices across different platforms.
- Proficiency with library and office equipment such as photocopier, printer, and standard AV equipment.
- Comprehensive computer and administrative skills with the capacity to adapt to new technologies and software.
- Proficiency in navigating library catalogues and performing internet based research.
- Excellent written and verbal communication skills.
- Criminal record check required every 5 years.
- Emergency First Aid & CPR/AED Level C.

Personal Characteristics

- Enthusiasm for the Library's purpose, values and core services.
- Ability to make customer service a priority while using good judgement to apply library policies.
- Strong organizational skills and attention to detail.
- Ability to work well independently and as part of a team.
- Ability to work unsupervised in accordance with the lone worker policy.
- Ability to problem solve and to handle and negotiate stressful situations in a positive manner.
- Interest in personal development through continuing education opportunities.
- Ability to work in a flexible and changing environment; including adapting to changes in responsibilities and duties.

Working conditions and physical requirements

- This position will be required to work evenings and weekends.
- This position requires extensive computer work, both standing and sitting.
- Physical demands include lifting up to 25 pounds, considerable bending, twisting and reaching, and standing for long periods of time.
- Must be able to move furniture and light equipment in support of programs.

Compensation

This is a term position on a 1-year contract.
Flexible schedule up to 12 hours per week.

\$26.25 per hour