

CAVAN MONAGHAN LIBRARIES

Coordinator of Outreach, Programming and Partnerships	
Date 2016 Revised June 2017	Immediate Supervisor CEO

Position Summary

The Coordinator of Outreach, Programs & Partnerships is responsible for researching, promoting and delivering programming services to the community. The Coordinator will plan and host lively, diverse programs and events as well as make strong connections with community groups, organizations and potential partners to foster ongoing relationships.

Programming

- Plan, develop and direct programs for all ages ensuring a balance of interests for meeting diverse community needs
- Seek out and foster connections with authors, speakers and relevant presenters for possible events
- Deliver programs from needs assessment and organization through to conclusion and evaluation

Outreach & Partnerships

- Liaise with related community organizations when developing programming
- Establish and maintain positive relationships with community groups, organizations and potential partners
- Through partnerships, develop, create and maintain a community asset database
- Make presentations about Library programs and events to community groups and organizations
- Attend meetings in the community on behalf of the CM Libraries
- Position the CM Libraries as "Community Hub"

Marketing & Communication

- Develop and maintain publicity (online event calendars, CM Libraries' website, signs, articles and photo opportunities, posters, etc.) for all programs
- Promote programs and services widely and effectively both in the CM Libraries and the community
- Post program information to the CM Libraries' social media accounts

Customer Service

- Act as a public relations officer, and as such, advocate on behalf of the CM Libraries in the community
- Provide Library Users with assistance as required. Examples include:
 - Information about the CM Libraries and its services
 - Finding/suggesting new reading material or DVDs
 - Using the Public Access Computers and/or personal mobile devices
- Troubleshoot/assess computer problems and refer to appropriate colleagues as necessary
- Create promotional material such as newsletters and bookmarks
- Create and edit memberships for new and existing Library Users
- Check in / check out material at the circulation desk
- Contact Library Users regarding overdue material holds, etc.
- Accept, complete and record cash transactions
- Exercise judgement and discretion as required to meet identified customer issues
- Keep the public and administrative areas tidy
- Other duties as assigned

Contacts and Human Relations

- Work closely with the CEO and Branch Librarian
- Interact with Library Users in person, on the telephone or by email
- Connect with individuals and groups in the community
- Attend external events and meeting as required
- This position provides no direct supervision to the other library employees
- Coordinate and organize employees and volunteers for the execution of events
- In the absence of the CEO or Branch Librarian, direct volunteers and summer students

Conditions of Employment

- Required to be a key-holder; to open and close the building
- Required to sign confidentiality agreement
- Required to provide a valid Police Records Check when requested
- Required to take continuing education courses, attend workshops and webinars to remain current with technology and library practices
- Required to work in either branch as needed
- Required to work extra hours if needed

Working Conditions

Exposure to normal office environment with frequent interruptions

Visual acuity and mental concentration with respect to details are required

Required to lift up to 22.5kg

Bending and reaching is required to shelve material

Qualifications

- Graduate of accredited Library program (University or College), Southern Ontario Library Services' *"EXCEL - Certificate in managing a small public library"* or equivalent combination of education and experience
- ECE or experience working with children
- Experience in library setting will be considered an asset
- Strong skills in using computers, common software programs, mobile devices
- Ability to use internet effectively for retrieval of accurate information
- Excellent written and verbal communication skills
- Excellent interpersonal and organizational skills

Attributes

- Strong sense of community and inclusiveness
- Understand and enjoy networking
- Customer service oriented
- Enthusiastic about learning and adopting new technologies
- Enthusiastic about assisting Library Users in the use of technologies
- Team player
- Able to remain calm and focused despite frequent interruptions
- Understanding and respectful of Library Users' need for confidentiality