

PLATTEVILLE PUBLIC LIBRARY  
Job Description

Program and Outreach Coordinator

Position Classification: Non-exempt

Typical Responsibilities of Position

Under the general direction of the Patron Services Manager, the Program and Outreach Coordinator plans and oversees programming and outreach services within the library and the community. This position includes collection development, reference, and circulation services. May have supervisory and decision-making responsibilities for a specific program or collection areas of the library.

Examples of Work Performed

1. Plans, coordinates, and manages library services and programs in accordance with the mission and vision of the library
2. Provide leadership and direction for the library's program and outreach services
3. Coordinates volunteer training and oversight
4. Assists in library technology planning and implementation as it impacts their assigned area
5. Develops and coordinates marketing and public information activities including web content
6. Provides customer service at service desks, and instructs patrons on technology, databases, and searching
7. Catalogs all types and levels of materials
8. Evaluates reviews, patron suggestions, preview titles, and professional resources to select items to be added to the collection
9. Assists in the updating of library procedures; collects and organizes statistics
10. Manages budgeted funds and administers grants
11. Collaborates with local organizations to provide outreach services and programs to promote the library to target audiences
12. Compiles statistical information on an area of service
13. Performs other related work

Required Knowledge, Skills, and Abilities

1. Knowledge of the principles and practices of library science
2. Ability to apply knowledge of professional practices to library services, including but not limited to programming, reference service, and organization of information
3. Self-motivated and goal-oriented
4. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the staff, trustees, and the public
5. Ability to effectively present information and respond to questions from patrons.
6. Ability to maintain the confidentiality of library patron information
7. Awareness of trends, best practices, and professional resources
8. Ability to gather statistics, analyze information, and write reports
9. Ability to operate library equipment and technology properly, including knowledge of databases and search methods
10. Ability to understand library policies and procedures and apply them to library operations
11. Ability to use computer software and manage computerized files
12. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required

13. Willingness to maintain skills in the above-mentioned areas through active participation in appropriate continuing education activities
14. Ability to communicate clearly and concisely, both orally and in writing

#### Tools and Equipment Used

1. Book carts for transporting materials
2. Multi-line telephone
3. Computer equipment, including barcode scanners, keyboards, and printers
4. Laptops and LCD projectors
5. Photocopier, scanners, microfilm/fiche reader/printer, public presentation equipment
6. Mobile devices, digital cameras, and similar equipment
7. Outreach book bicycle

#### Physical Requirements

The physical demands described here represent those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

1. Ability to work in confined spaces
2. Bending/twisting and reaching
3. Far vision at 20 feet or further; near vision at 20 inches or less
4. Fingering: keyboarding, writing, filing, sorting, shelving, and labeling
5. Handling: processing, picking up, and shelving books
6. Lifting and carrying: 30 pounds or less
7. Mobility: travel to meetings outside the library
8. Pushing and pulling: objects weighing 300-400 pounds on wheels
9. Sitting, standing, walking, climbing, stooping, kneeling, and crouching
10. Talking and hearing; use of the telephone
11. Ability to pedal an electric bicycle

#### Experience and Qualifications

1. Bachelor's degree or previous library work experience required. ALA-accredited master's degree in Library or Information Science preferred
2. Demonstrated customer service skills are required
3. Leadership and supervisory experience desirable
4. A valid driver's license or access to reliable transportation is required

#### Mental Requirements

1. Ability to apply technical knowledge
2. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form
3. Ability to deal with abstract and concrete variables
4. Ability to interpret technical regulations and instructions
5. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions
6. Communication Skills: effectively communicate ideas and information both in written and verbal form
7. Creative Decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, or training, without supervision
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division)

9. Planning and Organization Skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals
10. Problem-solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary
11. Reading Ability: effectively read and understand the information contained in memos, procedure manuals, emails, reports, etc.
12. Time Management: set priorities to meet assignment deadlines
13. Ability to multitask

Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours
2. Inside work environment
3. Exposure to dust
4. Required to work one evening per week and in a Saturday-Sunday rotation

Position Accountability

Reports to the Patron Services Manager. Serves as staff in charge as assigned.

Employee is accountable to all applicable City of Platteville Policies and Procedures.

Approved by the Library Board of Trustees at their regular monthly meeting, August 4, 2009.  
Revised by the Library Board of Trustees at their regular monthly meeting, April 2, 2019  
Revised by the Library Board of Trustees at their regular monthly meeting, September 1, 2021  
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