



TOWN OF CARLETON PLACE

JOB DESCRIPTION

DEPARTMENT:	Library
DIVISION:	N/A
JOB TITLE:	Program Co-Ordinator
EMPLOYEE GROUP:	Non-Union
PAY GRID:	5
SUPERVISOR:	Programs and Outreach Manager
REVISION DATE:	August 2024

POSITION SUMMARY:

Under the direction of the Programs and Outreach Manager, the Program Co-Ordinator establishes, plans, and implements programs of both recreation and educational value for a diverse demographic. These programs further support library services and collection promotion and build a larger user profile across Carleton Place and Beckwith.

DUTIES AND RESPONSIBILITIES:

Programming

- Working with the Programs and Outreach Manager, assess the programming needs of the community and library through a variety of methods; Develop, promote, and implement recreational and educationally targeted programs
- Design and deliver engaging, age-appropriate programs for children
- Conduct welcome-to-kindergarten and other community programs and events to engage with families and young children
- Design and deliver engaging youth-focused programs and special events, fostering creativity, learning, and social interaction.
- Design and deliver adult (and older adult) programs, including author talks, poetry readings, and interactive workshops
- Build community relationships through outreach and participation in local festivals or community spaces outside of the Library; liaise with relevant community organizations and groups to build and maintain a network of community contacts.
- Responsible for spending within the program budget(s) and for individual programs; monitoring overages and altering overall plans to meet targeted expenses.
- Responsible for primary customer service point to the public; handling all complaints; ensuring the public and visitors uphold policy; safety in and of the building.
- Supervises the work of students and volunteers involved in library programs.
- Instruct and train patrons in the operation of equipment including special collections, public computers, and accessibility software. Instruct and train patrons in the advance search functions of the integrated library system (ILS) and various library software and databases

(e.g. Libby, Novelist, Ancestry, CPPL website, etc).

- In coordination with the Communications and Marketing Coordinator, develop and deliver presentations, instructional sessions and video tutorials on the use and promotion of library services, equipment, resources, and programs.
- Reconcile petty cash as required.
- Answer phone calls and front counter enquires. Deal with aggressive and difficult patrons independently and with de-escalation techniques.
- Prepare statistical reports for submission to the CEO and Board.
- Communicate with the ratepayers and the public in an effective and courteous manner regarding programs, policies, and procedures of the library.
- Attempts to deescalate and/or resolve challenging customer service issues, within the scope of the library policies, before referring to the Management Team.
- Ensures that the Library spaces are safe, welcoming, and accessible for visitors.
- Contributes to a positive work environment that fosters diversity, equity, and inclusion.
- Delivers reference and readers' advisory services to all library customers. Provides library instruction, orientation, and tours when required.
- Maintain a healthy workplace and act as first responder to any emergencies, including contacting 911 as required.
- Comply with all Town of Carleton Place and Carleton Place Public Library health and safety practices as it relates to the work, standard operating guidelines, and the Occupational Health and Safety Act.
- Programs, services, ad hoc reports, or other duties as may be assigned in accordance with organizational objectives and Strategic Plan

Other

- Works on the Circulation Desk as required:
 - Circulates library materials
 - Records statistics
 - Responds to enquiries regarding patron accounts and borrower services
 - Provides reference and readers advisory services
 - Demonstrates the use of the online public catalogue to patrons.
 - Promotes and demonstrates use of electronic resources/online databases including eBooks to patrons
 - Assists patrons in the use and troubleshooting of electronic devices, (i.e. iPad, tablet, phone, etc.)
 - Provides photocopying and scanning assistance to patrons
- Demonstrate an ongoing familiarity with the Library's collections and services, both print and electronic
- Indirectly supervises the work of Library Pages and summer students

The above generally describes the duties involved with the position. However, municipal work is varied in nature and employees will be required to perform duties in addition to the above from time to time as directed by the CEO.

POSITION REQUIREMENTS:

EDUCATIONAL REQUIREMENTS

Requires a postsecondary two-year diploma or degree in library sciences, Early Childhood Education, or equivalent; or Ontario Library Service Excel Certificate in Managing a Small Public Library.

EXPERIENCE

Minimum of 2 years' experience in a public library, museum, K-12 school, academic institution, or fast paced customer service field.

Minimum 1 year experience creating and delivering high quality programming.

SKILLS AND ABILITIES:

- Demonstrated experience in developing and delivering programs and services to all age groups
- Demonstrated experience in managing relationships with vendors and external program facilitators
- Proven organizational, analytical and project management skills
- Willingness to display an unwavering appreciation of and commitment to excellence in public library service by demonstrating relevant key competencies including:
 - Excellent verbal and written communication skills
 - Superior interpersonal skills including the ability to work effectively in a team environment and foster effective working relationships
 - Thorough knowledge of all aspects of the organization that impact users (mission and vision, policies and procedures, collections and services, and system-wide strategies)
- Computer proficiency in MS Office (Word, Excel, Outlook), SharePoint, and Symphony Integrated Library Software (ILS)
- Standard First Aid and CPR "C" certification with AED
- Satisfactory passing of a vulnerable sector check
- Valid driver's license with no more than 3 demerit points and daily access to a vehicle

WORKING CONDITIONS

Physical Requirements:

- Manual dexterity to operate computers and office equipment.
- Continuously lift objects under 1 kg for up to 1 hour; occasionally lift loads under 10 kg.
- Occasionally push loads under 100 kg.
- Required to sit at a desk for prolonged periods, up to 3 hours.
- Required to view a computer screen for prolonged periods, up to 3 hours.
- Required to stand for prolonged periods, for up to 3 hours when on public service duty.
- Reach, bend, walk, and maneuver in aisles.

Physical Environment: (nature of physical environment, exposure to hazards/risk of injury)

- Work mainly indoors in a clean, climate-controlled environment.
- Work in a public building with public meeting rooms.

- May be exposed to electric charge, book dust, printer's ink from new books, and moulds as well as illness, tobacco smoke residue, and other chemicals and scents from the public.
- Required to sit at a desk for prolonged periods, up to 3 hours.
- Required to view a computer screen for prolonged periods, up to 3 hours.
- Required to stand for prolonged periods, for up to 3 hours when on public service duty.

Mental Environment: (frequency of interruptions, contact with public, deadlines, control of work schedule)

- Work in a sometimes noisy, customer-driven environment, with frequent interruptions.
- Works with diverse demographics including infants, children, teens, adults and older residents – some of whom have special needs.
- Maintain effective public service when staff levels are temporarily down.
- Work to deadlines for planning and implementing special projects, programs, services, and reference responses.
- Occasionally exposed to unpredictable, intimidating, belligerent, or unpleasant behaviour by members of the public with potential to escalate into an unsafe situation.
- Work schedule is pre-determined, Saturday and evening shifts are required, and can be altered based on service needs or to cover staff absences.

SAFETY:

The Town of Carleton Place believes that all accidents can be prevented. While performing the above duties, employees shall make safety an integral part of every task and job. Employees shall be familiar with the Town's Safety Policy and understand their:

- Right to Participate;
- Right to Know;
- Right to Refuse Unsafe Work; and
- Right to Stop Dangerous Work.

As a **SUPERVISOR** you shall ensure:

- That a worker works in a manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act and the regulations;
- That a worker uses or wears the equipment, protective devices or clothing that the workers' employer requires to be used or worn;
- To advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
- Where prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and
- to take every precaution reasonable in the circumstance for the protection of a worker.

All employees must follow the Town's Health and Safety Policy and comply with the Occupational Health and Safety Act.

WORKING RELATIONSHIPS:

INTERNAL	Library CEO, Library and Town Staff
EXTERNAL	Public, community organizations, non-profit organizations, vendors, Volunteers.

APPROVED:

Employee

Library CEO

CAO