October 2024
FLSA: Non-Exempt

LIBRARY PROGRAMS COORDINATOR

DEFINITION

Under general direction, plans, organizes, and participates in the work and/or work coordination of staff responsible for the direct delivery of various programs and services including community outreach and engagement, event coordination, passport application processing, and circulation services; establishes and maintains community partnerships and coordinates a variety of community engagement events and activities; provides technical and specialized assistance to management staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over administrative staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination of one or more programs for the Buena Park Library District. Incumbents have responsibility for independently coordinating and implementing the program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the typical functions of the job.

- Plans, organizes, coordinates, and participates in the work of staff responsible for circulation, community outreach, and public events and programs; plans and conducts programs including children's story times; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Assists in monitoring program budgets and expenditures; makes purchases related to assigned programs and outreach events; ensures proper utilization and tracking of program funding.
- Maintains pop-up library collection including collecting, sorting, organizing, and discarding books; ensures a variety of books are available for all age groups and interests; assists with the maintenance of the District's wi-fi hotspot collection including activating, deactivating and testing the system.
- Provides oversight, training, and support, and participates in the work of staff who process passport documents; reviews passport applications; collects payments; administers the oath; provides guidance and clarification for applicants and staff.
- Manages one or more grants, as assigned, including identifying funding sources, interpreting regulations, monitoring expenses, and preparing reports.

- Maintains files and statistics pertaining to library card registrations, Summer Reading Program sign-ups, prizes given away, and books checked out; maintains a variety of Library and grant reports.
- Serves as liaison for assigned functions with other District departments, divisions, and outside agencies; provides and coordinates staff support to commissions, committees, and task forces, as required.
- Provides technical and specialized assistance to management staff; prepares reports and correspondence concerning new or ongoing programs and program effectiveness; prepares statistical reports, as required; establishes and maintains working files; ensures proper documentation of operations and activities.
- Provides coverage to other departments, as needed; assists customers, answers questions for staff, and assists staff and patrons in locating materials.
- Provides functional direction, support, and training to Library staff, as directed; prepares and conducts performance evaluation for part-time staff; approves time sheets for assigned staff; screens job applications; participates on oral interview panels and makes hiring recommendations.
- Coordinates assigned services and operations with other divisions and outside agencies.
- Represents the District in meetings with members of other public and private organizations, community groups, and the public; prepares and presents information at meetings and provides information to the community regarding library services and programs.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of library services, events, outreach, and marketing.
- Coordinates the maintenance, repair, and servicing of Library vehicle(s) used for the purpose of community engagement and event coordination.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Engagement strategies used to explore community wants, needs, and interests around library programs and activities.
- General library terminology and practices.
- Passport application requirements.
- Principles of networking with public agencies and community partners.
- Grant procurement, utilization, and tracking methods.
- Marketing and event promotion techniques.
- Arithmetic and statistical techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Manage and report program funding and expenditures.
- Collect, review, and process passport documents.
- Coordinate and prioritize work for self and support staff.
- Perform accurate mathematical calculations.
- Maintain accurate program records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to bachelor's degree from an accredited college or university with major coursework in public or business administration, library science, information science, or a related field.

Experience:
- Two (2) years of increasingly responsible administrative support, customer service, library, or event coordination experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of, or successful acquisition within 12 months of employment, a valid US Department of State Certificate of Completion of Passport Acceptance Agent Training, to be maintained throughout employment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to outdoor program events, must possess mobility to work in changing site conditions;

possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL CONDITIONS

Public Employees Disaster Service Worker. In accordance with Government Code Section 3100, California public employees may be called upon to perform assigned disaster service worker duties in the event of an emergency or a disaster