



DYER LIBRARY SACO MUSEUM

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| Position Title: | Programming and Outreach Coordinator |
| Department: | Administration |
| Reports To: | Executive Director |
| Supervises: | Volunteers |
| Classification: | Professional |
| FLSA Status: | Exempt |
| Last Revised/Approved: | April 2025 |

Position Summary:

Performs responsible administrative and professional work in planning, organizing, and coordinating community outreach and on site programming. Serves as a community-oriented, intelligent, customer-service focused, creative, and technologically capable individual with a passion for the people of Saco. Oversees and coordinates institution-wide programming for all ages, guiding staff in program planning, including the type, number, frequency, and location of programs offered. Ensures appealing, high-quality programs enriching the lives of all patrons. Performs all other related work as required.

Essential Duties and Responsibilities:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Community Outreach (approximately 30%)

- Cultivates connections with community groups, schools, local businesses, and other libraries to advance outreach opportunities and cultivate and create partnerships.
- Oversees new and existing partnerships to provide service and/or promote DLSP, including but not limited to schools, underrepresented communities, home delivery, senior facilities, special populations and business community.
- Leads the promotion of DLSP services out in the community by attending summer farmers markets and other community events, visiting assisted living facilities, working with local

businesses and other city organizations.

- Serves as principal contact for community groups, organizations and individuals interested in Outreach services.
- Identifies key service populations or key neighborhoods for outreach services.
- Provides inclusive services to patrons from a large array of national, lingual, and cultural backgrounds.
- Conduct presentations as a DLISM representative to community groups, at public meetings, and at other outreach events.
- Speak to neighborhood associations, citizen groups, and other business and civic organizations to promote library services.
- Conducts off-site library card registration; provides library materials to designated facilities and locations

Programming (approximately 30%)

- Initiates, plans, coordinates, promotes, conducts, attends, and evaluates a variety of programs for adults, young adults, and children.
- Collaborates with the Head of Youth Services, Head of Adult Services, Museum Educator, and other staff to help promote, support, and coordinate programming and outreach efforts.
- Plans and executes both active and passive programs for adults such as speaker series, summer reading concerts, ELL programs, and more.
- Plans intergenerational programs for the community at both the library, community center, schools, and outdoor locations
- Instruct patrons on use of Library and Museum resources, including downloadable ebooks and audiobooks, Catalog It Hub, Digital Maine Library resources, and more.

Miscellaneous (approximately 10%)

- Oversees, trains, schedules, and manages all volunteer intake and job assignments.
- Serves as point of contact for Museum and Park Passes and reciprocal membership programs
- Coordinates Library gallery space and schedule of artists.

Administrative (approximately 30%)

- Manage overall DLISM programming schedule and coordinate with team members to implement regular quality programming events.
- Formulates goals, plans, and procedures for implementing outreach services in accordance with organizational strategic plans and priorities.
- Provides oversight in the development and delivery of library programs, including Summer Reading, to ensure there are program offerings for all ages and interests.
- Monitors the annual programming budget; seeks grants and sponsorships.
- Maintain program records, prepare monthly and yearly program reports.
- Conducts regular community needs assessment in order to create tailored services and programs to address identified needs.
- Develops statistical tools and reports; maintains records/statistics, analyzes data, and prepares reports monthly.
- Develops goals, plans, and procedures for implementing outreach services in accordance with organizational strategic plan and priorities

Non-Essential Duties and Responsibilities:

- This position includes hours on the public service desk performing circulation and/or reference tasks
- Opens and/or closes the Library and/or Museum in accordance with established procedures
- Liaise with City staff, community organizations, and local law enforcement to ensure a safe and welcoming library environment
- Develop and maintain partnerships with community groups, organizations, and professional library associations
- Attends regular staff meetings.
- Performs other tasks as assigned.

General Expectations:

- Be committed to the Library's and Museum's mission, vision and values.
- Interacts harmoniously and effectively with others, focusing upon the attainment of goals and objectives through a commitment to teamwork.
- Communicates in an open, respectful and honest manner with everyone, inside and outside the organization.
- Provides the highest level of customer service possible.
- Follows established policies and procedures and complies with all safety requirements.
- Adheres strictly to confidentiality of patron, co-worker and internal business information.
- Maintains regular, predictable, and reliable attendance.
- Places emphasis on safety, efficiency, quality, and productivity.
- Follows all Library policies.
- This position is based in the library building.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. Vision and hearing must be at or correctable to normal ranges. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a library and museum environment. Some travel is required from time to time. Work is occasionally stressful and requires ability to successfully cope with the pressures which are related to the position. Noise level is moderate. Occasional weekend and evening work is expected. Operates standard office equipment.

Qualifications Needed for Position:

Requirements: The following experience and skills are considered essential:

- Three to five years of experience providing public programming, ideally in a library environment.
- Master’s Degree preferred, but a Bachelor’s Degree (or equivalent) is required and may be considered with transferable experience.

Knowledge/Ability/Skill:

Knowledge: Knowledge of professional library/museum functions, online services, and databases used in a library setting. Knowledge of literature and a love of reading. Knowledge of early childhood development. Knowledge of local community resources.

Ability: Ability to deal effectively with the public in a positive and effective manner. Ability to work well in a team situation and be flexible as needs evolve. Ability to operate standard office equipment. Ability to work independently and exercise judgment and to resolve problems. Ability to handle multiple problems and projects simultaneously in a prompt, efficient manner. Ability to enforce policies fairly and tactfully. Ability to handle tense situations with patience and empathy.

Skill: Excellent customer service skills. Excellent oral and written communication skills. Flexibility in order to adapt to constantly changing public service needs. Proficient computer skills including library circulation software, google suite, and general internet queries. Creativity and a sense of humor. Excellent planning and organizational skills.

Disclosures:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature:

Date:
