Job Title:	Program Coordinator
Reports To:	Director

Job Summary:

The position supports the Weston Public Library and all branch locations by participating in the creation and presentation of programs. It involves providing courteous and reliable customer service to patrons while upholding the library's core values and mission. The role includes recommending improvements within areas of responsibility, keeping the director informed of ongoing projects and progress, and maintaining effective communication with both the director, fellow staff, and members of the public. This position requires working nights and weekends.

Essential Duties/Responsibilities:

 (This list is illustrative and not to be considered exhaustive for this position.)

Public Service & Patron Interaction
- Maintains regular patron contact by providing courteous, prompt, reliable public library reference service, readers' advisory, computer assistance, and general assistance.
- Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- Interacts regularly with Library staff, patrons, and the general public.
- Serve as Person in Charge as needed or requested.

Programming & Outreach
- Prepares and presents library programs to members of the public of all ages.
- Represents the Library by visiting and presenting programs at various entities in the community.
- Responsible for presenting topics to groups and for educating the public on how to use Library resources effectively.
- Prepares and ensures proper documentation/recording of outreach.
- Develops and maintains promotional floor displays.

Collection Development
- Responsible for suggesting materials for collection development.

Professional Development & Collaboration
- Works with the director to set annual performance goals and objectives that support the Library's core values.

- Participate in Library meetings and in-service training.

Administrative & Operational Support
- Maintains paper and digital records/files for respective areas.

Required Skills & Abilities:

- Ability to operate a computer and web applications, and the Library's automation and email systems.
- Ability to provide consistently high-quality customer service.
- Knowledge of library services, literature, and popular library materials.
- Ability to relate to patrons with an understanding of their various needs.
- Ability to tactfully and effectively work with and design age-appropriate library programs.
- Ability to maintain confidentiality and use appropriate judgment in handling information and records.
- Ability to resolve complex problems.
- Consistently maintains and displays a positive attitude.
- Must be able to read and write in English.
- Must be able to work nights and weekends.

Qualifications:

- 2 – 3 years' experience in a public library programming environment is *preferred.*

Physical Requirements:

- Ability to regularly lift to 30 pounds.
- Ability to reach overhead and stoop to floor level.
- Operate standard business office equipment.
- Travel is required frequently to visit local schools and community events, off-site training sessions, and/or meetings.

Other Duties:

- Other duties as assigned.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the position and is subject to review and change at any time, with or without notice, in accordance with the needs of the Weston Public Library. Since no position description can detail all the duties and the responsibilities that may be required from time to time in the performance of the job, duties that may be inherent in a position, reasonably required for performance, or required due to the changing nature of the position shall also be considered part of the position holder's responsibility.

The Weston Public Library is an equal opportunity employer.