
JOB DESCRIPTION

Natchitoches Parish Library

TEEN PROGRAMMER/OUTREACH ASSISTANT

Reports to Main Library Manager

General Summary

Plans and implements a variety of educational and entertaining programs for **young adults** to encourage library usage and to foster community relations. Assists with planning and coordinating outreach services to the community. Strong leadership abilities, written and oral communication skills, and willingness to work both on a team and independently are vital.

Essential Functions and Responsibilities

Create and implement a regular schedule of young adult programs for each library location.

Plan and oversee programs – targeting young adults – with library initiatives, departmental objectives, and community events.

Provide a variety of staff, patron, and professionally-led programs to meet the educational and recreational desires of patrons.

Research and negotiate with potential program presenters and performers.

Ensure young adult programs at each location are properly staffed and implemented.

Set-up and clean-up program space, assist presenter(s), and ensure that both the presenter and patrons have a pleasant experience.

Using traditional flyers and online media graphics, create in-house, external, and virtual promotions to publicize programs.

Prepare displays, bibliographies, bookmarks, or other suitable materials to support program topics.

Assess programs by keeping records of attendance/participation.

Provide monthly statistical reports to the Director.

Work with the Director of Library Operations to maintain the programming budget. Keep records of all expenditures, including contracts, check requests, tax documents, and other receipts.

Assist in developing, scheduling, promoting, and implementing outreach activities and services for all ages to promote library programming, resources, services, and collections.

Work with outreach team in planning and implementing special programs and services that appeal to the community.

Develop and sustain viable community partnerships to provide outreach services and programs which promote the library to target audiences.

Promote the library's brand and value of the library to the community.

Answer information and readers' advisory requests in the library, by telephone, email, and mail.

Utilize technology, including online databases, as well as traditional library resources in providing research assistance to patrons.

Instruct and guide patrons in the use of both print and online resources.

Provide guidance to patrons in the selection of materials.

Provide reference and readers' advisory training and instruction to library staff.

Perform other duties as assigned.

Additional Job Duties

Assist in circulation/computer lab area when assigned.

Contribute to the library's monthly newsletter.

Inform patrons on library circulation policies, fines, fees, etc.

Demonstrate use of computer catalog and assist patrons in use.

Assist in promoting the library collection and/or services through designing and constructing displays, signage, and bookmarks.
Locate items in catalog and on shelves for patrons.
Assist patrons in placing holds or interlibrary loan requests.
Operate library equipment as appropriate.
Report behavior problems to supervisor or person in charge, or take appropriate action.
Keep desks, cabinets, and work areas, supplies and equipment orderly for shared use.
Perform opening and closing procedures as instructed by supervisor.
Report problems with equipment or building systems to supervisor and director.
Assists in collection development by reading reviews and making recommendations for purchases.
Clean equipment and maintain library appearance.

Knowledge, Skills, and Abilities

Knowledge of computerized library systems.
Basic office equipment including computer, keyboard, copier, fax machine, and calculator.
Knowledge of the principles and practice of public libraries.
Demonstrates problem-solving and decision-making techniques.
Must have demonstrated interpersonal and communication skills.
Ability to follow through on numerous details and work well under pressure.
Independent judgment in order to set priorities and work independently.
Ability to provide courteous public service and to present clear explanations of established policies and procedures.
Willingness and ability to grant logical exceptions to library policies and procedures when warranted.
Ability to prioritize work, remain focused, and pay close attention to detail.
Ability to work with limited direct supervision.
Ability to interact effectively with the library's automated system.
Demonstrates creativity through program and event planning.
Capacity to be easily understood on voice telephone and public address systems.
Demonstrated knowledge of proper telephone etiquette; ability to use public address and phone systems; ability to take messages and identify appropriate destinations.
Ability to work in a team setting. Willingness to assist and support coworkers, contribute ideas, maintain flexibility, and be able to adapt to a rapidly changing environment.
Knowledge of word processing, spreadsheet, and database software.

Position Hours

Full-time, hourly, non-exempt position; 40 hours per week. Typical schedule is Monday through Friday, 9:00AM – 6:00PM, with rotating Saturdays. Schedule **will** vary depending on programs or events. Must be able to work days, evenings, and weekend hours.

Physical and Mental Requirements

Medium work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Ability to reach above the head and below the knees to retrieve shelved items, push/pull book trucks of up to 50 pounds, and lift up to 10 pounds.
Ability to stand for long periods of time.
Requires the ability to stoop, kneel, and crouch to setup outreach events.
Sufficient speech, hearing, or other common capabilities, with or without reasonable accommodations, to allow for answering patron's questions, taking directions from supervisors, and operating the telephone.
Sufficient vision, with or without reasonable accommodations, to review a wide variety of materials in both electronic and hardcopy format.
Sufficient manual dexterity, with or without reasonable accommodations, to function in a general office environment.

Ability to perform mathematics necessary for budgeting and calculating statistics.

Work Environment

Subject to both environmental conditions: activities occur indoor and outdoor.

Must maintain professional manner when dealing with patrons, including teens, young children, staff and others.

Move intermittently during working hours.

Is subject to frequent interruptions.

Must be able to work independently as well as with a team.

Must be flexible, creative, patient, and have a sense of humor.

May be required to work evenings and weekends.

Position requires travel within the parish; may require out-of-town travel.

Education, Experience, and Training

MINIMUM QUALIFICATIONS:

A high school diploma or the equivalent and 4 years of relevant library experience with some supervisory skills OR an equivalent combination of experience with user services and education is required. A bachelor's degree from an accredited college or university and is preferred. A combination of the two is desired.

Must possess a valid Louisiana driver's license.

Additional Qualifications

As an absolute condition of employment, all applicants shall agree to a clerical examination and panel interview. If selected for employment, all information listed on the application and/or resume is subject to verification. A commercial driver's license where applicable, shall be obtained. References shall be confirmed as part of the interview process.

To ensure that individuals who join the Library are well qualified and to ensure that the Library maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's résumé' or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to the Library Board of Control. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and anti-discrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead the Library to deny employment, a copy of the report shall be provided to the applicant, and the applicant shall have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a physical examination, agility test, drug test, driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

Employees are required upon hire to sign a drug-free workplace agreement and an agreement not to use tobacco products of any kind while on the job. Individuals must be physically capable of operating library vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for library business will be prohibited if the employee does not have personal insurance coverage.

DISCLAIMERS: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as

assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.