

**CORPORATION OF THE PARRY SOUND PUBLIC LIBRARY  
JOB DESCRIPTION**

**POSITION TITLE:**                    **COORDINATOR, CHILDREN & YOUNG ADULT SERVICES  
AND SOCIAL MEDIA SERVICES**

**DEPARTMENT:**                    Library Services

**REPORTS TO:**                    Library Chief Executive Officer

**SUPERVISES:**                    **DIRECTLY:**     Volunteers  
**INDIRECTLY:**   Part-time staff

**POSITION SUMMARY**

Responsible for the development of children and young adult delivery of programs and services, as well as provide library and reference services to the community

**DUTIES and RESPONSIBILITIES**

1.     Provide children and young adult services, which includes:
  - a)    Designing, organizing and delivering children's and young adult programs/workshops, special events and presentations for a variety of ages and abilities (Story Time, school tours, school breaks, summer reading program, babysitting workshops, etc.)
  - b)    Developing and organizing craft activities for children, craft to go kits, mystery bag kits.
  - c)    Booking performers for participation in programs
  - d)    Assisting in sourcing funding opportunities
2.     Provide supervision and direction to volunteer staff and summer students
3.     Advance the Library's social media presence, which includes building on the documented learning and recommendations from the Social Media Program; developing and implementing the social media communications strategy, and prepare plans and tools for assessment; ensuring that library messaging and content is effectively and efficiently promoted via appropriate social media channels with the aim of increasing the volume impact and quality of the library's communications. Partnering with the Adult Programmer and working as a team
4.     Link patrons with resources to fulfill informational, educational, cultural and recreational needs using quick reference or general reference methods.
5.     Coordinate the Community Outreach Program, which includes discussing strategy, timetable and budget with the CEO; promoting the value of the library with materials/services for children/young adults, contacting school administration and arranging library visits to the school and borrowing terms.
6.     Provide front-line circulation services to patrons, which includes advising and reconciling overdue accounts; processing books/materials, handling reserved items, requests, memberships, revenue (print/fax); arrange bookings for computer use, room reservations, and projector equipment rental; handle and safeguard money; perform opening/closing of building and related security actions; respond to queries via email, telephone or in-person requests/concerns from the public; direct patrons to specialized staff as required; provide photocopying/faxing services; act as reader advisory to patrons; shelving books/materials, cleaning and tidying shelves; displaying new titles and removing dated titles in preparation for sale; organizing the transfer of books/materials through library shared services; providing assistance throughout the library as needed.
7.     Provide some administrative support to the CEO, which includes report writing, ordering office supplies, developing library marketing ads; creating newspaper ads and event posters

8. Provide computer, communications services to the public which includes:
  - a. touring new patrons through the library facility;
  - b. assisting patrons utilizing the public access work stations;
  - c. assisting with books/material selections;
  - d. addressing computer hardware and software problems;
  - e. offering research techniques and computer/software training;
  - f. navigating the library collection and the library catalogue system;
  - g. assisting patrons in the use of the library web page, Libby, e-books and other e-resource website.
9. Create library displays and community bulletin board maintenance which involves setting up book displays, library related signage, creating and printing library closure notices for public display, and creating bestsellers booklists.
10. Develop social media commercials and activities for children such as the Read Out Loud Program, puppet shows, and virtual story time. Must know movie software.
11. Provide supervision and direction to part-time staff/volunteers in the absence of the CEO; stay abreast of developments in library services via professional literature, journals, workshops, etc.
12. Provide exceptional customer service in representing the Library with customers, and community groups/associations.
13. Ensure staff/volunteers are knowledgeable of applicable health and safety legislation, are trained to act appropriately in emergency situations, practice safe program delivery, and operate equipment and materials safely utilizing safe work practices; ensure that documented procedural information is available, and that necessary reports/follow-up to such incidents are completed and reported accordingly.
14. Work in compliance with the *Occupational Health and Safety Act*, WHMIS, applicable legislation, regulations, statutes, departmental policies/procedures/practices, operational guidelines, and perform safe work practices.
15. Perform other duties as assigned in accordance with Library and corporate objectives.

### **EDUCATION, SKILLS and EXPERIENCE**

1. Diploma in Library Techniques, or Early Childhood Education or Certification of Excel through the Southern Ontario Library Service or related discipline.
2. Minimum two (2) years' related experience in a library environment or related experience in children and/or young adult programming
3. Significant knowledge and experience using social networking tools (i.e.: Facebook, YouTube, Twitter). Movie AV software
4. tools.
5. Strong communication (written, oral and interpersonal), public relations and customer service skills; possess creative abilities and extensive research skills.
6. Proficiency in Microsoft Windows and Office applications, automation software, program, office equipment, AV equipment
7. Thorough knowledge of library principles and practices, applicable Acts/Regulations/Standards, fundraising techniques, local government functions/responsibilities and local community structure, local tourism efforts, health and safety, and employee relations principles and practices.
8. Strong public service ethic; significant interest in marketing and promotion; strong interest in emerging web technologies and other e-resources
9. Ability to demonstrate tact and discretion and to deal effectively and courteously in all aspects of the position; to maintain confidentiality, and to foster good rapport and cooperative working relationships.

**PHYSICAL DEMANDS and WORKING CONDITIONS**

Physical demand requires a high positive energy level, computer usage, sitting, standing, bending, and some lifting up to 40 lbs. Working conditions are conducted in a library environment with exposure to public interaction, criticism, questions and concerns.

Normal hours of work are between 15 to 30 hours per week; scheduled hours include evenings and weekends. Available to attend evening and/or weekend meetings and other events, as required.

**CONTACTS**

Incumbent communicates and/or liaises with staff, volunteers, Board members, suppliers, other libraries, guest speakers, and the general public.

**REVIEW/APPROVAL**

<b>Current Incumbent:</b>		<b>Date:</b>
<b>Library Chief Executive Officer:</b>		<b>Date:</b>
<b>Human Resources:</b>		<b>Date:</b>