



Program & Outreach Services Supervisor

Departmental Team: Program & Outreach Services

Supervises: Early Literacy, Youth, Civic Engagement, Books & Authors, Makerspace, ELL & Homebound service staff

Reports to: Library Director

FLSA Status / Hours of Work: Exempt; Full Time with Benefits

Summary Description

Under the direction of the Library Director, the Program & Outreach Supervisor is responsible for all Library program and outreach operations and staff. Implements and evaluates service goals in order to fulfill community priorities as identified in the Library's strategic service plan. Extensive participation in the Library leadership team and on occasion stands in for Director. Collaborates frequently with professional and local partners for collective impact.

Essential Functions

40% - Leadership: Strategy & Special Projects

- Oversees all Program & Outreach (P&O) service operations; provides quarterly and annual team reports; prepares budget requests and manages team expenditures.
- Participates in organizational strategic planning and decision making as a member of the library Tactical team; participates in and when appropriate, leads Library-wide initiatives.
- Acts as Person In Charge as needed and during Director's absence.
- Attends networking, community and Library meetings on behalf of the Director.
- Models expected behaviors; performs work with considerable independent judgment and initiative to meet objectives.
- Promotes and communicates Library vision, mission, values and strategy to all stakeholders.

35% - Supervision: Team Staff & Operations

- Oversees the development and implementation of individual and team goals, objectives, and priorities with direct planning responsibilities for functional areas assigned.
- Hires, supervises, coaches, and monitors staff; provides ongoing feedback; evaluates training needs and provides appropriate learning opportunities; conducts annual performance reviews.
- Oversees scheduling, conducts team meetings; communicates information to staff.
- Ensures effective training and supervision of P&O volunteers.

20% - Outreach/Programs: Planning, Delivery & Evaluation

- Acts as lead in either of two service objectives (Civic Engagement or Makerspace).
- Collaborates frequently with other staff; occasionally hosts events outside of direct responsibility.
- Plans and delivers thematic services that create participatory experiences for patrons of all ages, and that support library priorities.
- Engages with community partners; maintains networks and relationships; participates in local initiatives that align with library goals.

- Researches, selects and negotiates with contract program presenters and performers.
- Works closely with Library Communications Specialist to effectively promote services.
- Assesses P&O impact on a continuing schedule; creates and uses reports to build services in response to community needs and interests; evaluates processes using statistical measures.

5% - Other Duties

- Attends and participates in staff meetings, professional workshops and conferences.
- Regular and predictable attendance in the workplace.
- Performs other related duties as required.

Knowledge, Skills & Abilities

Communication & Cultural Awareness

- Incorporates Equity, Diversity and Inclusion in all operations.
- Demonstrates cultural sensitivity working with patrons, coworkers and community.
- Ability to relate to patrons of all ages and skill levels, including those without English language proficiency.
- Listens well, speaks clearly and persuasively. Writes effectively and informatively; eg: reports, social media posts, summaries, and other documents.
- Skill in presenting information to a diverse audience, individually and in groups.

Interpersonal

- Gets along well and cooperates with others - Enjoys working on a team.
- Reliable, sincere, competent, and caring - Builds trust.
- Thinks through choices and multiple perspectives - Optimistic.
- Owns mistakes and persists in the face of challenge and change - Strong work ethic.
- Aware of and expresses own feelings; handles relationships empathetically - High EQ.
- Accepts responsibility and account for own actions - Accountable.

Leadership

- Proven record of building, supervising and leading high performing teams.
- Outstanding ability to balance team and individual responsibilities.
- Strong ability to provide coaching, encourage risk-taking, provide clear performance feedback, and recognize accomplishments. Accepts feedback from others.
- Sets challenging goals relevant to the organizational mission and values; excellent ability to supervise, plan, and coordinate the work of staff in order to accomplish library objectives.
- Encourages a collaborative environment; delegates work effectively.
- Identifies and resolves problems in a timely and positive manner.
- Collaborates with Director team members in planning, decision-making, facilitating and process improvement and takes responsibility for team activities.
- Continually works to improve supervisory skills.

Library Knowledge / Professional Conduct

- Stays current on Library best practices required to perform work duties.
- Responds to management direction. Commits to long hours of work when necessary to reach goals; completes tasks on time.
- Treats people with respect, upholds organizational values, and follows policies and procedures.

- Advocates for intellectual freedom; maintains confidentiality.
- Effectively and courteously interacts with patrons and colleagues while maintaining professional conduct standards established in the Staff Handbook.
- Provides seamless service at the intersection of P&O and all other Library teams; collaborates as necessary.

Planning / Attention to Detail

- Proven attention to detail and follow-through.
- Excellent planning and evaluation skills using sound judgment and personal initiative.

Technology

- Ability to effectively use applications software, including Google Suite, Integrated Library Systems, and standard office equipment.
- Ability and commitment to serve the public with technical excellence and hospitality.

Education & Experience

- *Required:*
 - Masters in Library Science (MLS or MLIS)
 - Two years of supervisory experience
 - Four years professional work in a public library -or- any equivalent combination of work experience that would provide the required knowledge, skills, and abilities.
- *Desired:* Bilingual English-Spanish

Working Environment

- This is a full time, FLSA-exempt position. Schedule varies according to library needs. Available to work weekend, evening, and daytime hours including some holidays.
- Uses frequently changing workplace technologies.
- Physical requirements include the need to stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds, occasionally retrieve items from outdoor material returns in inclement weather, and shovel snow.
- Routinely travels to various locations in the Estes Valley and occasionally out of town.

Please Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job, as they may change at any time with or without notice.

The Estes Valley Library is an essential part of the community and an equal opportunity employer.

Name (Print)

Signature

Date