



Activity Services Guide

QUALIFICATIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

General Statement of Duties:

The Activity Services Guide is primarily responsible for creating and implementing programs within the branch, as well as outreach activities outside of the library, under the direction of branch managers. The guide works closely with Library Service Leads, Branch Managers, and the district program committee to effectively serve various defined demographic niches (e.g. older adults, teen gamers, or child writers) through these activities. As a secondary focus, the guide will be asked, at times, to assist with public library functions related to the general operation of the Pines & Plains Libraries. Adaptability, respect, good humor, self-direction, and a willingness to empower one's self and others are also key attributes to success at P&PL.

Essential Qualifications and Special Skills Required and Restrictions

- Familiarity with designing, implementing, and measuring effective programs and outreach activities that serve various interests and age groups
- Ability to travel to various locations, near and far, within the community
- Ability to learn to operate equipment as required by the position;
- Capability for establishing and maintaining effective working relationships with employees, patrons, and stakeholders
- Can read print materials in English and has effective written and oral communication skills
- Ability to work some nights and weekends
- Position requires the physical stamina to shelve books and be able to lift and carry up to 40 pounds
- Applicant completed a high school diploma
- Prior experience in a public contact position strongly preferred
- Ability to demonstrate basic computer skills by way of an assessment

Duties and Responsibilities

(The following is intended to be illustrative only and is not intended to be all-inclusive)

1. Programs

- Plans and implements both ongoing and single time programs for kids, teens, and adults, and, more importantly, focused sub-markets within those age groups
- Collaborates with managers, the program committee, and Library Service Leads to facilitate programs and outreach within the local branch, as well as the district
- Measures the impact of programs by seeking feedback and data

- Changes, discontinues, or implements new programs per community preferences

2. Outreach

- Keeps informed of community events and activities
- Coordinates library participation in existing community activities
- Partners with other organizations to provide out-of-library services to patrons
- Measures outreach effectiveness and responds accordingly

3. Community Relations

- Relates well to public, greeting all library patrons in a professional, friendly manner
- Maintains good public relations and acts as a liaison with the general public
- Evaluates the effectiveness of library programs/outreach in relation to the changing needs of the community and alters activities accordingly

4. Marketing

- Markets all branch and some district programs via social media, bookmarks, word-of-mouth, press releases, and many other means
- Communicates with partners and stakeholders to disseminate marketing materials effectively
- Writes and speaks reasonably well to individuals and groups and is willing to develop these skills
- Reaches out and inspires patrons or citizens to utilize library services

5. Circulation and Technical Services

- Performs all circulation duties as necessary
- Familiarizes self with the library collections and trends
- Shelves accurately and neatly
- Processes library materials as directed
- Collects and accurately records money from lost materials, copies, etc.

6. Personnel

- Keeps an accurate, up-to-date personal time sheet and submits promptly to Branch Manager for each pay period
- Follows all personnel policies and procedures

7. Coaching

- Updates program and outreach activity knowledge by attending workshops, webinars, and other training
- Maintains proficiency in technology use
- Coaches Library Service Leads and Library Service Technicians to assist with programs and outreach when deemed necessary by the branch manager.