

## **Programming Specialist (Librarian I or II)**

We're looking for someone who is detail-oriented, possesses effective and diplomatic communication skills, can organize and set priorities for managing multiple projects, is able to adapt well to change, is a self-starter on projects, and enjoys collaborating with colleagues and project team members for the advancement of the New Orleans Public Libraries.

### **Kind of Work**

Under the direction of the Director of Public Services, performs the duties of a professional, master's level librarian. Professional and administrative work includes coordinating the internal operations of branch and strategic program models, including oversight of procedures, communications flows, and consistency. Work also includes providing purchasing support, special project management, and playing a key role in building operational standards in accordance with the NOPL Strategic Plan.

### **Duties and Responsibilities**

- Performs a variety of administrative, managerial, and operational duties in the overall management of the library's program systems.
- Prepares statistical measures, reports, creates and submits direction in evaluating programs as needed.
- Communicates library programming goals and progress to staff with regular communication plans.
- Recommends programming policies and procedures with regard to collection development and patron services operations.
- Liaise with Business Office and regarding Programming purchases to ensure ease and timely delivery of materials.
- Liaise with Marketing Department in the development of marketing materials for promoting library programs.
- Act as primary contact for the Friends of the New Orleans Public Library regarding grant submissions and management.
- Works with the Director of Public Services in the development and maintenance of Library programs policies and procedures.
- Provide support and oversight for library Customer Resource Manager database.
- Works closely with the Director of Public Services and other team members to maintain effective and efficient program communication and delivery.
- Ability to create team buy-in and create opportunities for staff to develop programming skills through training and interpersonal skills.
- Models positive leadership skills when assisting with difficult interpersonal communications and appropriate team member participation.
- Serves as project lead and/or convener for select cross-functional projects
- Other duties as assigned

### **Knowledge, Skills & Abilities**

- MLIS degree
- One or more years of post-MLS professional experience

- Must be able to work at any location in the New Orleans Public Library system
- Must be able to work nights and weekends
- Previous customer service experience a plus.
- Project planning and experience working in a team environment.
- Experience leading a team or committee a plus.
- Ability to get along with customers and colleagues;
- Self-motivated worker with outstanding human relations, communication skills, and a positive attitude towards public service work;
- Ability to set priorities and manage multiple priorities;
- Knowledge of Polaris and Library databases upon training;
- General knowledge of technology trends including mobile devices and social media;
- Ability to plan, initiate, develop, and evaluate special library programs and services;
- Ability to resolve public concerns and difficulties using tact, courtesy, and good judgment;
- Ability to work independently in the absence of supervision;
- Knowledge of computer applications including Microsoft Office;
- Must be able to travel throughout the Library system and to other locations for meetings and training.
- Ability to interpret and analyze statistical and other written reports to determine effectiveness;
- Ability to establish and maintain effective working relationships with coworkers, officials, contractors, volunteers, community organizations and the general public;
- Ability to provide clear, concise oral and written communication.

### **Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Packing and loading of materials and books will be required.
- Tasks may involve lifting and/or moving 15-44 pounds on a regular basis and driving between library sites and outreach locations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and visual acuity to read computer screen and perform various detailed work.

### **Kind of Examination**

Candidate must qualify for the City of New Orleans Librarian I or II register

**Direct reports**

Not applicable.