Programming and Outreach Strategist/Librarian: Specializing in Services for Older Adults and People with Disabilities

You create amazing experiences for our library guests with your warmth, knowledge, and love of serving others. You thrive on outreach in the community, building relationships and connecting residents with the library. You make lives better as you develop programs that meet the needs and interests of targeted population segments in our community. You connect our guests of all ages with the services they need, helping them feel comfortable using our resources, and expanding their world by enthusiastically sharing information about our collections and services.

Who you are:

- You engage well with people of all ages and are passionate about providing exemplary customer service experiences.
- You are warm and friendly, and you just like helping people.
- You naturally empathize and relate to people, seeking to build relationships.
- You’re creative and enjoy learning new things.
- You’re outgoing – you love letting people know what is new and happening at the library.
- You’re a thoughtful and collaborative team player.
- You make smart, independent decisions, understanding the big picture and your place in it.
- You’re really comfortable with change and are always looking for new ideas and for ways to improve services.
- You have a strong attention to detail and accuracy is important to you.
- You are able to juggle multiple tasks and projects with frequent interruptions.
- You show initiative and can think on your feet.
- You’re a great communicator, both verbal and written.
- You’re excited about the prospect of growing and learning in a changing environment.
- You enjoy a good laugh.

A position you’ll love:

- You warmly welcome guests into our library and ensure a great experience.
- At the Kids and Teens desk and roaming the floor you provide an amazing library experience to guests of all ages:
  - Engaging with guests on the floor where they are at.
  - Providing circulation services and basic reference services.
  - Assisting guests on using our catalog, databases, and e-content.
  - Talking with people about books, movies, and music and sharing meaningful suggestions.
  - Helping them find the items they are looking for.
  - Sharing about our programs and services and being a point of referral for other library services.
- You are the face of the library to senior living centers and organizations, acting as the library’s liaison and building relationships.
• You develop, lead, and evaluate innovative programming to meet the expressed and anticipated needs of older adults, both in the library and out in the community.
• You develop and work with other staff to offer targeted programming for people with disabilities.
• You collaborate with staff to plan and execute programs for adults and special events, as assigned.
• You cultivate relationships with agencies and organizations to promote your services and encourage community partnerships including representing the library at meetings and business-related events, making presentations, and identifying opportunities for library participation in the community.
• You share and articulate input and feedback from the community to assist with planning.
• You ably manage assigned budget lines for programming and prepare insightful, clear reports about activities and services.
• You write and administer grants that support your services.
• You work with the Communications Coordinator to develop publicity and marketing relative to services and programs you provide.
• You manage volunteers.
• You help maintain safety and order in the library by acting as one of the Persons-in-Charge and assisting with making sure the building is securely closed at the end of the day.
• You love learning and keep up with trends that apply to your work by reading professional literature and participating in continuing education and networking opportunities.

Do you have what it takes?

• Masters of Library Science degree from an ALA accredited school or a Masters Degree in a field relevant to the position.
• Two years of customer service experience.
• Valid driver’s license and State of Illinois approved automobile insurance.
• Proficiency in using computers and other devices, PC and Mac Office Suite, plus apps, Word, Excel, Outlook, the Internet, library catalogs and databases
• Reliable transportation.

Physical requirements:

• Hear, speak, and listen to individuals in person and by telephone.
• Reading materials in print and electronic format.
• Ability to use a mouse, keyboard and computer monitor.
• Ability to sit and use a computer for extended periods.
• Ability to move throughout the library to provide, explain, interpret and retrieve resources.
• Ability to safely lift library materials up to 20 pounds.
• Ability to push/pull carts with materials.
• Ability to reach, bend, kneel and crouch to retrieve and replace library materials.