Hartford Public Library

Site Facilitator   G-V   Non -Bargaining Unit Position

SCOPE OF THE POSITION

Reporting to the Multicultural Services Director, the Site Facilitator is responsible for instructional activities and customer service in the American Place Center. This includes providing passport services, recruitment of tutors and students, providing workshops, supervision and instruction of staff and students.

DUTIES AND RESPONSIBILITIES

PUBLIC SERVICE
- Responsible for monitoring of instructional activities and customer service provided in the American Place Center.
- Answers reference questions, performs readers' advisory services, and works public service desks.
- Promotes community use of all library locations by speaking to community groups and through other community contacts.
- Develops and presents library sponsored programs for all age groups including working with educators for class visits and library instruction.
- Plans and co-teaches pre-service and in-service training workshops for tutors using a standardized curriculum.
- Supervises small group tutoring and other instructional activities.
- Instructs and monitors students on the use of e-Learning products and other Library self-study materials. Evaluates student's progress by standardized testing and/or tracking progress on e-Learning and self-study products.
- Initiates contact and maintains links with community agencies for referral and placements. Screens students and places in level appropriate programs.

STAFF DEVELOPMENT
- Recommends selection, supervises, trains and evaluates assigned personnel, maintains accurate work records.
- Enforces established policies, rules and regulations, standards of conduct and work attendance.
- Maintains open communication with all staff.

COLLECTION DEVELOPMENT
- Participates in the selection of materials for the American Place. Maintains the print and non-print collection at the site.

ADMINISTRATIVE

- Under the general supervision of the Multicultural Services Director, helps to coordinate the activities of the site in conjunction with the overall policy and regulations of the Library.
- Assists in planning and preparing the annual budget for the site. Prepares statistical reports as requested monthly and annually.
- Monitors maintenance of the site and assumes responsibility for reporting on general condition of the building and repairs needed to the Multicultural Services Director and the Library's Facilities Manager.
- Monitors maintenance of library furnishings and equipment.
- Prepares daily, monthly, and annual reports as required.
- Participates in the overall administration of Hartford Public Library through committee or taskforce assignments.
- Maintains an inventory of supplies and prepares a supply request at regular intervals.
- Maintains program statistics.

PROFESSIONAL
- Maintains current knowledge of best practices in Adult Literacy programming and adult learning theory with an emphasis on ESOL/Citizenship education, library principles and practices, and in human resources management.
- Reads professional journals regularly.
- Maintains membership in professional organizations such as TESOL and CAACE and actively participates as work and personal time allow
- Serves on professional and community committees/boards as assigned.

POSITION QUALIFICATIONS
- Bachelors Degree in Education, English or a related field; Masters Degree in Education or Library Science helpful but not required.
- Demonstrated experience teaching adults basic literacy skills and in teaching English to speakers of other languages.
- Demonstrated experience working with volunteer tutors, ESOL/Citizenship students, and adult new readers in a non-traditional setting.
- Outreach experience working with community based groups, immigrants and multicultural populations.
- Previous supervisory/managerial experience required, preferably in a service organization.
- Minimum of five years work experience required.

NECESSARY KNOWLEDGE, SKILLS and ABILITIES:
- Knowledge of adult basic education, current theory, practice and assessment, with an emphasis on e-learning.

- Considerable knowledge of staff management. Strong commitment to working within a team management structure.
- Strong commitment to public service.
- Strong communication and public relations skills.
- Knowledge of selection and classification of library collection helpful.
- Thorough knowledge of the principles and practices of modern library systems and programs.
- Strong computer skills with expertise in word-processing, spreadsheet, database programs and educational technologies.
- Valid Connecticut driver's license or ability to obtain upon employment.

OTHER SKILLS, ABILITIES, AND KNOWLEDGE
- Multi-task oriented
- Flexible in work habits
- Excellent organizational skills
- Energetic, motivated, and creative professional with strong service orientation
- Ability to work well as a team leader and team member as well as ability to work independently
- Ability to deal tactfully and courteously with all ages of people in a public service context and with professional colleagues
- Ability to attend meetings and conferences as required by the Library or as dictated by professional commitment
- Ability to read and comprehend documents, technical journals, library policies and procedures
- Ability to design, develop, and proofread written and visual materials
- Ability to work nights and weekends
- Language Skills
    - Bilingual, Spanish preferred.
    - Ability to express ideas clearly and concisely, both orally and in writing.
    - Ability to effectively present information to other employees of the organization and the public
- Mathematical Skills
    - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals
- Reasoning Ability
    - Ability to apply common sense understanding to carry out written and oral instructions.

PHYSICAL DEMANDS
- Ability to work a varied schedule, including evenings and weekends and attend meetings and events.
- May need to lift boxes, crates or pieces of equipment weighing up to 50 pounds.