

**Urban Libraries Council**  
**National Program Manager**

*This is a full-time exempt position located in Washington, D.C.*

Libraries are powerful partners for creating healthy, sustainable communities. With local government, business and other community organizations, libraries are key players in a strong economy, education and anti-racism. More than any civic institution, the social capital and wealth of resources that libraries provide have a positive impact on community well-being.

The Urban Libraries Council is an innovation and action tank of North America's leading public library systems. We drive cutting-edge research and strategic partnerships to elevate the power of libraries as essential, transformative institutions for the 21st century. We identify significant challenges facing today's communities and develop new tools and techniques to help libraries achieve stronger outcomes in education, workforce and economic development, digital equity and race and social equity.

The **Program Manager** will report to the Director of Strategic Initiatives and have the opportunity to:

- Strengthen the ability of public libraries to collaborate and learn from each other to innovate and effectively meet their community's needs.
- Build an understanding of anti-racism and help libraries apply an equity lens at the system level to their role building healthy, sustainable communities.
- Engage across ULC's strategic focus areas to create programs and content that have ongoing impact across the U.S. and Canada.

**Areas of Responsibility**

- Collaborate on initiatives across ULC's strategic focus areas to help public libraries lead education, strengthen digital equity and build healthy, sustainable communities through innovation.
- Collaborate on program design and lead development of knowledge resources and content for public libraries across ULC member conferences, online knowledge resources and programs including the international Edge 360 performance tools.
- Help libraries effectively understand and capture their impact to engage local government and business leaders in how libraries strengthen local communities including an understanding of data and metrics.
- Identify, synthesize and capture the ongoing results and lessons learned from leader action teams, library discussion groups and program learning cohorts to create content, webinars, conference presentations, profiles, newsletter articles and toolkits.
- Build and maintain strong relationships with participating libraries by performing regular outreach, tracking engagement and offering targeted support and resources.
- Gather, evaluate and discuss feedback from public libraries to help ULC adjust for any challenges and capitalize on opportunities, as well as identify and develop new programs and resources.
- Monitor grant requirements, program activities and timelines and track budgets.

## **Qualifications**

- Bachelor's degree required with a minimum of 3-5 years of program management experience in large scale projects; preference for candidates with a demonstrated understanding of equity, diversity and inclusion and a demonstrated interest in strengthening urban communities.
- Experience in content creation and/or development of tools and resources.
- Knowledge of the nonprofit arena; equitable community impact efforts in education, public health, economic opportunity; and/or city and library planning.
- Possess excellent communication and writing skills, as well as excellent customer service, facilitation and interpersonal skills.
- Must be organized, proactive and have a demonstrated ability to independently manage multiple priorities in a fast-paced environment.
- Collaborative attitude, flexible, willingness to travel and sense of teamwork required.
- Knowledge of project management tools, Microsoft Excel, data management and building presentations preferred.

## **Salary and benefits:**

Salary is commensurate with experience. ULC offers employees a comprehensive benefits package including health, dental, disability and life insurance and an employer funded retirement plan.

## **Statement on COVID-19:**

ULC is committed to fostering a safe and productive work environment. At this time, as a collaborative team environment and close-knit organization, ULC has begun returning to in-person operations and anticipates regular operations will fully resume in the near future. At any time should science and local government guidance change, ULC will act in accordance with that information.

## **ULC Team Statement on Race and Social Equity:**

We are committed to racial and social equity by contributing to a more just society in which everyone can realize their full potential. This includes holding ourselves accountable for an open environment that encourages honest dialogue and a commitment to anti-racism. Race and social equity is a lens through which all of ULC's work is undertaken. Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for anti-racism and social equity.

## **Application:**

Cover letter and resume should be sent to [resumes@urbanlibraries.org](mailto:resumes@urbanlibraries.org) to the attention of Angela Goodrich, Finance and Administration Executive.