



Program Manager | Impact Library Program & Indigenous Library Program

About Little Free Library

Little Free Library® (LFL) is a 501(c)(3) nonprofit organization that builds community, inspires readers, and expands book access for all through a global network of volunteer-led Little Free Libraries. LFL received the 2020 World Literacy Award as well as honors from the Library of Congress and National Book Foundation. There are more than 150,000 registered Little Free Library book-sharing boxes worldwide in all 50 states, 115 countries, and seven continents; through them, more than 250 million books have been shared. LFL grants little libraries full of books to underserved areas through its Impact Library Program and champions diverse books through its Read in Color program. To learn more, visit LittleFreeLibrary.org.

Purpose of Position

The Program Manager is a full-time, permanent, exempt position that manages and supports diverse aspects of program delivery and reporting for Little Free Library. They will serve as an integral part of the program team, working to ensure that the highest levels of quality, efficiency, and productivity are achieved.

The [Impact Library Program](#) provides no-cost Little Free Library book exchanges to communities where books are scarce. Since the program began in 2016, over 1,900 book-sharing boxes have been distributed across the US and Canada through the program. 95% of Impact Library recipients agree that their granted little library is providing access to books to people who have little-to-no access to books elsewhere. The program is well-established and the Program Manager will be responsible for its ongoing execution.

Through the [Indigenous Library Program](#) Little Free Library grants no-cost book-sharing boxes where needed most on tribal lands and in Indigenous communities in the United States and Canada. We work with Indigenous community leaders and members to place book exchanges in locations where book access is important to improving literacy. Read about how this culturally responsive program began with the [Native Library Initiative](#). To-date over 100 Little Free Libraries have been placed through this pathway. The program is new and growing and the Program Manager will be responsible for its continued development and execution.

This role poses an opportunity for a creative and community-minded individual to maximize the potential of two incredibly impactful programs through various projects and platforms.

Key Responsibilities

- Manage all aspects of both programs including applicant communication, recipient selection, package fulfillment, and program assessment
- Nurture and expand Little Free Library's newly redeveloped Indigenous Library Program with a focus on resource-development and broader impact
- Create and manage budgets for both programs
- Proactively identify and resolve situations where gaps between program goals and outcomes arise
- Maintain knowledge and mastery of all Little Free Library program offerings
- Assist with program assessment, data collection, and reporting
- Coordinate billing and customer service for third party partners
- Serve as a liaison between operations, programs, and marketing teams
- Coordinate data management related to program applicants and receipts with staff to ensure records are maintained
- Collaborate and communicate with internal leaders to assess the needs of program participants, taking into account factors such as geographic area, demographics, etc.
- Ensure consistency in communication across all steps of the process for program participants

- Communicate in a professional manner with external constituents; set up strong systems for communication and tailor messaging for different audiences
- Represent Little Free Library in public forums and at volunteer engagement activities

Skills and Characteristics to be Successful in this Position:

- Excellent written and oral communication skills
- Self-motivated with a proactive attitude towards work
- Ability to be flexible and work well under pressure in a fast-paced, multi-tasking environment
- Personable with a customer service mentality that extends to staff as well
- High emotional intelligence; solid problem-solving and interpersonal skills
- Ability to utilize complete discretion while handling confidential and sensitive information
- A strong passion for Little Free Library’s mission and work

Qualifications:

- Experience working with diverse communities; applicants with long-term commitments/relationships with Indigenous communities prioritized
- 3+ years program-related experience
- Strong project management skills, including budgeting experience
- Detail-oriented and highly organized individual; able to plan and execute multiple projects simultaneously
- Proficiency with Microsoft Office and Google applications
- Experience working with a variety of technology platforms including but not limited to Google Apps, Asana, and Salesforce or another CRM

Additional Expectations:

- 40 hours/week, Monday-Friday, typically 8:30am-4:30pm (CT) with the possibility of some evening and/or weekend hours
- Occasional travel for organization events/activities may be necessary as well as the flexibility to work evenings and weekends.
- Physical requirements are those of a typical office setting
- While Little Free Library is headquartered in St. Paul, Minnesota (2327 Wycliff St., Suite 220, St. Paul, MN 55114) this position can potentially be remote.
 - If not local to the Twin Cities metro, the successful candidate will be expected to visit/work from the LFL office occasionally – schedule dependent on organizational need and employee availability – travel expenses covered by Little Free Library.

Compensation + Benefits:

- \$53,000-\$58,000 annually/\$25.48-\$27.88 hourly
- Little Free Library provides a robust package of benefits including paid vacation, medical coverage, 13 paid holidays, paid service days, and a retirement plan.

Reports to: Director of Programs

Little Free Library is an equal opportunity employer. BIPOC and LGBTQ+ candidates are strongly encouraged to apply.

To be considered for this role, please send a letter of interest and resume [online](#) by Friday, February 3.