

# NEW CUMBERLAND PUBLIC LIBRARY

ONE BENJAMIN PLAZA  
NEW CUMBERLAND, PA 17070  
774-7820

DEPT. OF NEW CUMBERLAND  
BOROUGH

MEMBER OF CUMBERLAND  
COUNTY LIBRARY SYSTEM

## Job Description Public Services Coordinator

### Summary

Under the direction of the Library Director, the Public Services Coordinator coordinates the opening of the Library service desks, oversees desk schedules and training, and schedules and oversees volunteers who assist in circulation tasks. The coordinator is also responsible for the receipt and sending of materials to and from Cumberland County Library System member libraries and the Capital Area Library District, assists in processing new materials to be shelf ready, and requests, processes, and completes requests for Interlibrary Loans. The position also substitutes on the service desks as necessary to fully staff the Library.

### Position & Hours

Employee of the New Cumberland Borough.  
Supervised by the Library Director.  
Part-time, 15-20 hours per week  
Pay rate \$12.50 per hour.

### Required Qualifications & Skills

- A Bachelor's degree in Library Science, English, or related subject; advanced coursework in Library Science or Library & Information Science is a plus.
- Knowledge of current library principles, standards, practices, techniques, materials, and technology.
- Experience in a public library setting is preferred.
- Excellent written and verbal communication skills.
- Ability to follow established procedures and to perform work requiring considerable attention to detail.
- Periodic submission of required clearances.

### Responsibilities

- Oversees the opening of the Library service desks on weekday mornings and, in the absence of full-time staff, generates the holds list for staff and volunteers to pull.
- Checks in the holds and prepares them for pick up by patrons or delivery to other libraries; gives prepared holds to staff to shelve.
- Serves as the point person for communication about the Capital Area Library District's delivery service.
- Prepares delivery crates to send to member libraries in the system and district.
- Unpacks materials sent or returned to New Cumberland from other libraries in the system or district and distributes materials for check-in by relevant desks. Assists with check-ins when necessary.
- Monitors shelving of returned materials by staff and volunteers.
- Monitors requests for Interlibrary loan and processes requests, or delegates requests to trained reference staff.
- Prepares the monthly staffing schedule of the two public service desks for approval by the Director. Once approved, publishes and distributes the schedule.
- Secures substitutes to cover shifts left vacant because of vacation or illness. Serves as a desk substitute when necessary.
- Helps conduct training of new staff on desk responsibilities and coordinates necessary external training with the Cumberland County Library System trainer.
- Assists the Library Director with the processing of new materials to get them shelf-ready for circulation or to fulfill holds.

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- Attends professional development and continuing education (CE) opportunities to fulfill Pennsylvania library CE requirements.
- Other duties as assigned.

Physical Requirements

- Work demands physical effort in the handling of materials, boxes, carts, or equipment.
- Regularly lifts and carries books and materials weighing up to 25 pounds; pushes and pulls carts, bends and reaches for books, uses repetitive movements, and performs work requiring extended periods of sitting or standing.
- Ability to stand and/or walk for up to 2-6 hours per workday.
- Ability to repetitively grasp, lift, and carry materials.
- Ability to repetitively perform fine motor manipulations including typing and writing.
- Ability to answer the phone and speak clearly.