

**Joseph T. Simpson Public Library**  
**Public Services Coordinator and Assistant Director Job Description**  
**Adopted November 22, 2016**

**Summary of Responsibilities**

Full Time. 37.5 hours per week. Non-exempt. Includes daytime, evening, Saturday and Sunday hours. Hours subject to change. Assists Executive Director in the management of daily library operations.

**Education** MLS or MLIS degree with 3-5 years of public library experience preferred, including experience in a supervisory role. Will consider relevant public library experience and Bachelor's Degree in lieu of MLS or MLIS degree.

**Immediate Supervisor** Executive Director

**Essential Duties and Functions**

1. Assists with the day to day operations of library services.
2. Responsible for library operations during the executive director's absence.
3. Coordinates staff scheduling of all public service desk hours.
4. Trains, develops, and evaluates circulation staff performance.
5. Plans and implements staff development programs.
6. Conducts monthly staff meetings.
7. Provides leadership to staff, ensuring high productivity and quality public service.
8. Trains and develops reference staff.
9. Prepares policy recommendations.
10. Meets weekly with the executive director to discuss projects and priorities.
11. Attends Cumberland County Library System committee meetings as assigned by the director such as the Policy Review Committee and the Training Advisory Team.
12. Assists in planning, implementation, and evaluation of long and short term goals and objectives.
13. Participates in the screening of applications for vacancies and recommends the employment and retention of employees.
14. Provides reference and reader's advisory services in person and by telephone or email.
15. Prepares monthly and statistical reports.
16. Provides introductory information and oversees usage of Internet terminals
17. Assists patrons in using computerized catalog.
18. Requests, receives and returns materials on interlibrary loan.
19. Interprets and enforces library policies.
20. Assists at circulation desk as needed during each shift.
21. Promotes library services and activities to facilitate use by the community.
22. Monitors the behavior and conduct of library patrons and handles problems as they arise.
23. Works at reference desk as assigned and assists at circulation desk as needed.

24. Coordinates training with the Cumberland County Library System trainer for staff who need training on specific software.
25. Speaks to groups about the value and services of libraries.
26. Orders and organizes tax forms.
27. Coordinates and schedules usage of the community meeting rooms.
28. Attends continuing education programs or courses in person or online.
29. Ability to type and use computer equipment (i.e. keyboards, light pens, printers, etc.) and photocopiers.
30. Has visual acuity to use research tools in print and in computerized formats.

### **Required Knowledge, Skills, and Abilities**

1. Current knowledge of reference, information services, Internet, and online technologies as well as automated circulation systems and circulation procedures.
2. Ability to communicate effectively both orally and in writing.
3. Ability to use current editions of Word, Excel and other office software.
4. Ability to deal with the public in a courteous, friendly, and informative manner both in person and on the telephone.
5. Ability to lead and direct staff and volunteers.
6. Ability to understand and adhere to library policies and procedures.
7. Ability to organize materials, establish priorities and work with others in planning, implementing and evaluating library service.
8. Ability to provide effective and quality library service in accordance with the library's customer service philosophy.
9. Excellent interpersonal skills.
10. Ability to work independently as well as collaboratively in a rapidly changing environment.
11. Ability to multitask ongoing projects and meet established deadlines.
12. Willing to continually learn new technologies.
13. Strong public service attitude and ability to relate and communicate with children, teens, and adults.

### **Working Conditions and Physical Demands**

1. Physical requirements include ability to move around the facility, walk, sit, bend, climb, kneel, stoop, lift and carry. Must be able to stand for at least 4 hours at a time.
2. Must be physically capable of handling books, magazines, cassettes and other library materials; of placing materials on carts; pushing carts; shelving and retrieving materials on both high and low shelves; emptying book drop.
3. Use hand and finger motion with enough manual dexterity to use computers and handle library items.
4. Duties are performed in surroundings where undesirable physical conditions and hazards are minor and controllable.

## **Employment Clearances**

Must have FBI criminal history, Pennsylvania Child Abuse and Pennsylvania State Police Criminal History clearance that qualify the individual for employment as outlined in the library system's Employee Clearances policy.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.*