

# Adams County Public Library

## SECTION 2.833 – PUBLIC SERVICES COORDINATOR – (ADOPTED 10-10-18)(REVISED 9-8-2021)

The Public Services Coordinator oversees the activities of the departments and staff that provide direct service to patrons, including public service teams and programming. The Public Services Coordinator works closely with the Digital Services Coordinator and Outreach and Technical Services Coordinator to advise the Executive Director on the activities and needs of the staff and departments that fall under Public Services.

### **Qualifications/Demonstrated Knowledge, Skills and Abilities:**

- Master's Degree in Library Science from an American Library Association –accredited institution and not less than 2 years of experience working in a public library or equivalent combination of education and experience.
- Demonstrated ability to plan work for, train, and supervise others.
- Thorough knowledge of professional library methods, reference resources and practices.
- Knowledge of books, authors, and readers' interests.
- Demonstrated behaviors that match the library's core values:
  - Positive approach, dependable, team-oriented, professional, leadership.
- Skill in the operation of computer systems and navigation of electronic resources.
- Self-motivated and ability to work independently.
- Ability to prioritize duties and complete responsibilities in a timely manner.
- Ability to communicate effectively both orally and in writing.
- Ability to deal with the public in a professional and courteous manner.
- Have or obtain valid driver's license and have reliable transportation available.
- Experience in working with library patrons of all ages.

### **Responsibilities/Duties**

- Plans, coordinates, supervises, and evaluates daily operations and delivery of services to the public at locations and departments as assigned by the Executive Director, including scheduling staff and coordinating building logistics.
- Assists in hiring, supervising, and training staff of assigned departments.
- Assumes leadership of the library system in the absence of the Executive Director, as assigned.
- Maintenance of the collection and equipment of locations.
- Directly supervises Public Service Team Leaders at all locations.
- Formulates goals, objectives, policies, and procedures for the library system, as assigned.
- Leads assigned team to accomplish the objectives of the library, convening and participating on staff committees as needed.
- Oversee daily operations and coordinate Public Services staff to maintain consistency of processes system-wide.
- Responsible for collection maintenance as assigned, and assists with coordinating collection development activities among locations as assigned.
- Works with Public Services staff to develop annual spending plans and budgets.
- Participates in professional organizations and workshops, and keeps informed of current trends and new techniques.
- Participates in and assists with library programs.
- Maintains necessary library statistics.
- Instructs patrons in the use of basic reference tools, both print and electronic.

- Works in public services areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Assists patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Performs related duties as assigned.

**Supervision exercised:** Hires, trains, supervises, and evaluates staff as assigned.

**Supervision received:** Executive Director.

**Schedule of hours:** As assigned and may include evening and weekend hours.

**Job classification:** Professional; salaried; nonexempt

**The above statements are intended to describe the general nature and level of work that is to be performed by personnel under this job description. The statements are not intended to be an exhaustive list of all responsibilities and duties that might be required of persons assigned to this position.**