



Job Description Adult Services Coordinator

Department: Public Services-Adult Services
Reports To: Public Services Manager
Job Classification: Full-Time, Professional Staff Member; 37.5 hours/week
Non-Exempt; Salary Range: \$20.55-\$32.50/hour; Fringe Benefit Eligible

Job Summary: The Adult Services Coordinator manages the Adult Services Department and performs a variety of duties as they relate to the Library System's day-to-day service to adult readers, researchers, AV customers and plans and presents programs and services for adults.

Mission: *To serve our community of lifelong learners.* The Adult Services Coordinator supports that mission by ensuring that the Library's Adult Services programs, services, and materials are meeting the needs of the community while providing the best customer service at all times.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library customers, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external customers. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- Master's in Library Science Degree from an accredited college or university required with an emphasis in Adult Services.
- Three years' supervisory experience required.
- Valid Ohio driver's license and access to a vehicle to provide own transportation when participating in off-site library business.
- Library certification from the Ohio Library Council, preferred.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Ability to lead, supervise and motivate employees.
- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Embrace innovation and experimentation with emerging technologies and related tools.
- Maintain an awareness of developments in the field of public library service.
- Ability to maintain confidentiality of information handled.
- Excellent verbal, written, and telephone skills.
- Ability to follow verbal and written instructions.
- Ability to establish and maintain effective relationships with customers, staff, and the general public.
- Keyboarding, filing, basic math, and alphabetizing skills.
- Ability to organize and prioritize Adult Services staff workload.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to operate and instruct others in operation of computer terminals and other equipment.
- Knowledge of and ability to communicate and enforce library policies, procedures, and techniques.
- Ability to administer a budget.
- Ability to recognize and respond to potential dangers to customers and staff.
- Ability to develop long-term plans and programs, and to evaluate work-related accomplishments.
- Ability to assess library service needs as they support the Library's service geared to Adult library users.
- Ability to assess situational needs and develop and implement action plans accordingly.
- Ability to solve problems using innovative and proactive techniques.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

Essential Duties:

- Supervise and perform all duties associated with adult services (collection development, programming, creating displays and promotions, weeding, etc.)
- Provide exemplary customer service by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, monitoring behavior of library customers, and ensuring that the library is neat and orderly.
- Perform clerical duties common to a library environment such as issuing library cards, collecting of lost item fines, answering telephone, renewing materials, scheduling study rooms, etc.
- Initiate Inter-library loan requests by verifying materials not in library consortium and placing request.
- Facilitate and encourage professional development opportunities for Adult Services staff.
- Facilitate department participation in signature events and community collaborations.
- Instruct and assist customers in how to use Public Access Catalog terminal and other Library equipment.
- Participate in Library System long-range planning, departmental goal-setting, collection development, and development and implementation of policies and procedures.
- Evaluate system-wide equipment, materials, services, programs, procedures, and recommend purchases and changes to Director.
- Select reference databases and indexes for the Library's collection and evaluates with consideration to accuracy, cost, and demand by users and ease of access (i.e. Past Perfect, Evanced, Hayes Obit Index, etc.).
- Compile information and statistics and prepare and submit reports to the Public Services Manager (i.e. database statistics, reference statistics, etc.).
- Participate in department staff hiring, evaluation, and train staff how to perform duties according to standardized procedures and follow and implement Library policy.
- Participate in training new hires that are going through the Onboarding Program.
- Coordinate, educate, and conduct classes and presentations for customers and staff on and off-site on library services and resources (i.e. speaker's bureau, community groups, internal staff training, etc).
- Delegate tasks among department staff members, approve vacation schedules, and verify staff payroll time sheets.

- Ensure staff duties are performed properly and in a timely manner.
- Inform staff of Library policy and procedures, provide direction, and problem-solving.
- Communicate with vendors and resolve problems.
- Prepare for opening and closing by turning on/off lights and equipment.
- All other duties as needed or as assigned.

Additional Duties:

- May attend library continuing education activities and/or represent Library at conferences and area events.

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

Revised: December 8, 2015

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date