

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



Bucks County Free Library Job Description

Job Title:	Children's Services Coordinator
Job Level:	Level 5a
Department Name:	Administration
Reports To:	Chief Executive Officer
Date Prepared:	July 2016
Approved By:	Chief Executive Officer

POSITION SUMMARY: Plans and coordinates ongoing activities and special projects in all areas of children's services, such as staff training, public programming, collection development, and volunteer management. Analyzes workflow, establishes priorities, and develops policies, procedures, and standards. Delegates, coordinates, and establishes deadlines for assignments. Stays on the forefront of library advances and trends in children's services. Makes recommendations for improvements and implementation of new services. Participates in planning for library services. This is an FLSA exempt position.

EDUCATION AND EXPERIENCE:

- Master's degree in library or information studies required
- A minimum of five years of recent and progressively responsible experience in public library children's services, including supervision
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

SCOPE OF RESPONSIBILITY

Supervisory Responsibility: May guide the work of other staff or volunteers.

Supervision Received: Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. The position plans and arranges own work and refers only unusual cases to supervisor.

Customer Satisfaction and Service: Understands and communicates complex information, resolves complex problems, including some accountability for ensuring customer satisfaction within assigned areas.

Decision Making Impact: A number of work groups, an entire function or large department, or numerous customers.

Communication Type: Interaction involves considerable explanation and persuasion regarding complex issues. Diplomacy is required, for example, problem-solving discussions with members of the staff or public in which the goal is to communicate priorities and solicit cooperation.

Communication Level: Level of contact is primarily with library users, co-workers, colleagues, administrators or department managers, and community representatives.

Complexity: Work is complex and varied. Employees in position must develop new solutions in a variety of situations. Work is governed by broad instructions, objectives and policies. Requires considerable judgment in developing approaches and techniques.

Budget Responsibility: Tracks a spending budget. Keeps budget records, including cash receipts, and monitors budget expenditures, notifying the appropriate supervisor of problems or issues.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Leads operations and project activities in children's services, analyzing workflow, establishing priorities, developing standards, and setting and meeting deadlines. Coordinates projects and activities with other managers or department staff. Ensures that outcomes are consistent with organizational goals, policies, regulations, procedures, and guidelines.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups. Meets with management team, staff, and others to solicit cooperation and resolve problems.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, or in person. Compiles and prepares statistical and other reports, correspondence, procedures, and information required by management. Prepares guidelines and instructions for others to follow.
- Reviews reports and information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Makes decisions and resolves problems regarding areas of responsibility. Analyzes information and evaluates results to choose the best solution.
- Prepares and presents operational and project plans and progress reports.
- Reviews and coordinates project plans with management team, staff, and vendors. Plans for and coordinates project activity.
- Prepares and presents operational and project plans and progress reports.
- Participates in interviewing, hiring, training, and evaluating staff in areas of specialization. Conducts orientation, instruction, and training of selected employees in areas of responsibility or expertise.
- Guides, motivates, and directs the work of departmental or project team employees. Delegates, coordinates, and establishes deadlines for assignments.
- Researches and analyzes community needs in areas of responsibility and expertise. Works with management team, colleagues, staff, and others to establish strategic priorities, goals, and objectives. Formulates and oversees corresponding departmental plans and projects.

- Participates in planning for library services. Leads internal communication about strategic goals. Demonstrates the role implementation can play in delivering improved library services. Inspires others to apply new approaches and technologies to customer service and productivity.
- Participates in development of library policies and procedures. Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to the staff and the public. Consults with senior management regarding the interpretation of policies, regulations, and procedures. Makes recommendations to management for policy and procedural changes.
- Fosters staff skill development through personal example and coaching. Connects staff to targeted and relevant training, mentoring, and peer group opportunities.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Serves as a participant or leader of internal or external committees or teams.
- Stays on the forefront of library advances and trends in areas of specialization.
- Makes recommendations for improvements and implementation of new services.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of business and management principles involved in strategic planning, budgeting, resource allocation, human resources, leadership, and coordination of people and resources and their application in solving library operational problems.
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of methods of promotion of services and programs in the community to achieve library objectives.
- Knowledge of theories of infant, child, and adolescent learning and development and their application to library services.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical office procedures and systems, such as word processing, spreadsheet, and database programs.
- Personnel management skills. Ability to direct, motivate, and develop people as they work.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.

- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read, listen to, and understand complex information in English.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Selective attention. Ability to concentrate on a task over a period of time without being distracted.
- Ability to see details at close range, within a few feet of the observer.

COMPETENCIES

Planning and Scheduling: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints.

Appraising People and Performance: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions.

Delegating, Training, and Coaching: Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Communication: Expresses facts and ideas in a clear, convincing, organized, and timely way. Keeps others informed. Stays informed. Listens well.

Problem Solving: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions.

Decision Making and Risk Taking: Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Change Management and Innovation: Adjusts effectively and helps others adjust to changes in tasks or the work environment. Develops new insights and applies innovative solutions. Leads change.

Customer Service: Meets and anticipates customer needs. Maintains uncluttered, welcoming spaces.

Project Management and Teamwork: Develops and implements effective project plans and timelines. Functions well as a team leader or member.

Job Knowledge and Skills: Possesses and applies the required functional and technical knowledge and skills to successfully accomplish work and meet goals in all job areas and work unit functions.

PHYSICAL DEMANDS:

Amount of time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs.(force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>