

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**

**Bucks County Free Library
Job Description**

Job Title: District Consultant
Job Level: Level 6
Department Name: District Services
Reports To: Chief Executive Officer
Date Prepared: August 2020
Approved By: Chief Executive Officer

POSITION SUMMARY: Oversees the library's role as District Library Center (DLC) and county library system. Leads development and implementation of DLC plans. Provides advisory services and assistance to member library leaders and boards in library development topics. This includes but is not limited to board and director responsibilities, library management, policy development, strategic planning, managing Friends groups, children's services, fundraising, marketing, and advocacy.

Develops, conducts, and evaluates orientation and training for library leaders, board members, staff, and volunteers in a wide variety of topics. Leads or attends and participates in meetings and training sessions. Engages in professional development activities, such as offering or taking continuing education classes and leading or attending and participating in conferences, workshops, professional meetings, and associations.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a Master's degree in Library Science.
- Seven years of progressively responsible public library experience, including two years direct staff supervision.
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites.
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check.

SCOPE OF RESPONSIBILITY:

Supervisory Responsibility: Supervises work within a unit. Responsible for training, instructing and scheduling work within a unit. Responsible for performance evaluations.

Supervision Received: Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.

Customer Satisfaction and Service: Resolves and negotiates conflicts, gaining cooperation and acceptance of ideas. This job has significant accountability for ensuring customer satisfaction within assigned areas.

Decision Making Impact: Productivity or actions affect operations of 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, i.e., problem-solving discussions with members of the staff or public regarding responsibilities, finance, work flow, or to facilitate service. Important contacts involving difficult matters of agreements or controversies.

Communication Level: Level of contact is primarily with administrators and managers, library stakeholders, board members, vendors, business and community leaders, elected officials, or media 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: Oversees an allocated budget. Drafts budget or allocations for final approval. Oversees tracking of cash receipts, and may authorize limited types of expenditures. Approves and submits time sheets.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES: The job's essential or most important functions and responsibilities. Includes all aspects of the job, whether performed daily, weekly, monthly, annually, or at irregular intervals.

- Oversees the library's role as District Library Center (DLC) and county library system. Leads development and implementation of DLC plans. Assists with management and oversight of District and county wide initiatives, including cooperative endeavors and shared services.
- Meets priorities and reporting deadlines of the Office of Commonwealth Libraries (OCL) for the DLC, library system, and member libraries. Compiles and submits statistical and other reports. Assists member libraries with reports. Reviews information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Communicates, interprets, and explains library laws, regulations, standards, policies, procedures, and guidelines to member library leaders, boards, staff, and the public. Serves as a liaison between OCL and member libraries.

- Provides advisory services and assistance to member library leaders and boards in library development topics. This includes but is not limited to board and director responsibilities, library management, policy development, strategic planning, managing Friends groups, children's fundraising, marketing, and advocacy.
- Develops, conducts, and evaluates orientation and training for library leaders, board members, staff, and volunteers in a wide variety of topics.
- Leads or attends and participates in meetings and training sessions. Engages in professional development activities, such as offering or taking continuing education classes and leading or attending and participating in conferences, workshops, professional meetings, and associations.
- Develops or oversees development of public relations strategies and advertising campaigns. Examples include but are not limited to promotional pieces for in-library distribution, interior and exterior signage, newsletters, press releases, website materials, and social media posts.
- Plans and conducts or coordinates advocacy events and programs.
- Continuously reviews and evaluates District and county wide programs and services. Makes recommendations to library leaders for operational improvements and procedural changes.
- Assists with drafting the District budget and service plan. Participates in budget negotiations. Tracks District expenditures and provides financial reports to the OCL and member libraries as required.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, colleagues, direct reports, community members, and outside groups.
- Coordinates projects and activities with other managers or department staff.
- Makes decisions and resolves problems regarding District operations. Analyzes information and evaluates results to choose the best solution.
- Provides information to supervisors, co-workers, colleagues, and staff by telephone, e-mail, or in person.
- Maintains records in accordance with the library's retention policy.
- Participates as a leader or member of internal ad hoc committees or special project teams.
- Supervises one or more professional, support, or clerical staff and one or more volunteers.
- 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 preparation of budget requests and grant applications.

- Knowledge of principles and methods for teaching and instructing individuals or groups and how to measure training effectiveness.
- 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. Knowledge of methods of promotion of services and programs in the community to achieve library objectives.
- Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 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.
- Learning and teaching skills. Ability to select and use training or instructional methods appropriate for the situation when learning or teaching new things.
- 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.
- Problem sensitivity. Ability to recognize a problem, or tell when something is wrong or likely to go wrong.
- Social skills. Awareness and understanding of others' reactions.
- Ability to read, listen to, and understand complex information in English.
- 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 add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to choose the right mathematical methods or formulas to solve a problem.
- Selective attention. Ability to concentrate on a task over a period of time without being distracted.

COMPETENCIES:

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.

Problem Solving and Decision Making: Recognizes or anticipates problems and uses experience, knowledge, and analysis to brainstorm and implement effective solutions. Exercises good judgment and makes effective, timely decisions, even when information is limited or solutions may involve unpleasant consequences.

Delegating, Training, and Appraising Work: Communicates expectations, monitors performance, and provides timely feedback. Consistently keeps records of all coaching and counseling sessions. Makes sure employees are assigned work that uses their time and talent effectively. Develops employees so they can fulfill current and future job responsibilities.

Planning and Project Management: Develops and implements strategies to produce quality work within the parameters of existing resources and constraints. Develops and implements effective project plans and timelines. Functions well as a team leader or member.

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

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

PHYSICAL DEMANDS:

Amount of on-the-job 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?

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
