

*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 Librarian  
**Job Classification:** Librarian 1  
**Department Name:** Children’s Services  
**Reports To:** Children’s Services Coordinator  
**Date Prepared:** October 2019  
**Approved By:** Chief Executive Officer

#### **POSITION SUMMARY:**

Delivers customer service and public programs in a cluster of four geographically close library branches. This is a bargaining unit position.

#### **MINIMUM EDUCATION AND EXPERIENCE:**

- Requires a master’s degree. Degree required: Library/Information Studies or Education
- One year of related experience
- 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:**

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

**Supervision Received:** Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.

**Customer Satisfaction and Service:** Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and external contacts.

**Decision Making Impact:** Productivity or actions affect the work of others in the immediate work group or several customers.

**Communication Type:** Interaction requires a great deal of tact, sensitivity and cooperation, facilitating conversations with or providing information to members of the public or staff who may have differences of opinion.

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

**Complexity:** Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

**Budget Responsibility** Has no responsibility for a budget.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **General**

- Meets assigned target goals within the framework of the library's strategic plan.
- Plans and delivers programs and activities based on established library standards, policies, procedures, and guidelines.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Maintains regular and dependable personal attendance and punctuality.
- Modifies schedule based on library needs and requirements.
- Serves as the building in-charge person as needed and as scheduled.

### **Customer Service**

- Staffs the public floor. Answers informational and directional questions of library users in person and by phone. Greets and offers help to those entering the library. Demonstrates and upsells library products and programs.
- Visually scans and walks around public areas to offer assistance. Monitors public areas and library user behavior and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Serves as an escalation and referral point for staff handling library user complaints, behavior problems, policy questions, or concerns about library operations. Serves as a referral point for staff handling library user questions about children's services. Communicates, interpretes, and explains the library's goals, standards, policies, procedures, and guidelines to the staff and the public.
- Performs clerical duties as needed, such as library account management activities, circulation functions, computer and device assistance, and equipment help.

## **Outreach and Programming**

- Plans, coordinates, and leads library programs and events for children of all ages and their families.
- Initiates contact in the community and works with individuals, groups, and agencies on library-connected activities and programs. Schedules and participates in offsite promotional activities and events.
- Produces various promotional items within the parameters of the library's brand identity, such as calendars, flyers, bookmarks, brochures, press releases, and social media posts.

## **Collection Maintenance**

- Participates in evaluating the branch collection and analyzing circulation trends using standard evaluation tools. Removes outdated or unused materials based on expertise and results from standard weeding tools. Suggests titles and topics for replacement and makes recommendations about balancing or modifying the collection to meet community needs.
- Participates in a systematic program of ongoing in-house display and promotion of library materials and resources.

## **Volunteer Management**

- Manages the branch program for children's services volunteers. Works closely with the direct supervisor and branch staff to identify opportunities for volunteer support. Meets branch target goals for volunteer placement as assigned.
- Recruits, screens, supervises, schedules, and evaluates volunteers. Conducts volunteer orientation and training. Consults with the direct supervisor for help with problem solving as needed.

## **Leadership**

- Fosters staff skill development through personal example and coaching. Communicates regularly with branch staff about children's services activities. Leads on-the-job training orientation and training for staff in how to give basic children's services help.
- Positively communicates the library's goals, standards, policies, procedures, and guidelines to staff and the public. Participates in the development of library policies and procedures.
- Works constructively and cooperatively with senior management, co-workers, colleagues, and support staff to ensure that children's services activities are successfully implemented. Regularly and proactively communicates with direct supervisor about children's services operations and concerns using informal channels such as e-mail, phone, and in-person meetings.
- Prepares and submits statistical and other reports to accurately reflect children's services activities and operations.
- 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 member or leader of committees or project teams.
- Participates in planning for library services.
- Assumes other duties and projects as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- 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 the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of theories of infant, child, and adolescent learning, literacy, and brain development and their implication for library service.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Knowledge of personal computer hardware and software and library information systems. Knowledge of graphic design software and apps.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Knowledge of current trends in reading, public library collections, and the publishing industry.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- 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 speak clearly and identify and understand the speech of others.
- 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 and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

## COMPETENCIES

**Job Knowledge – General:** Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

**Job Knowledge – Due Diligence:** Maintains records and manages cash and/or property according to library policies; protects library assets

**Job Knowledge – Technology:** Demonstrates and applies skill in the use of equipment, tools, and technology necessary to independently complete assignments and assist others

**Dependability:** Meets attendance standards; initiates and accomplishes workload without being prompted; manages time effectively

**Productivity and Initiative:** Works independently with minimal supervision; makes decisions and takes action within the scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently; handles multiple priorities with ease

**Work Relationships and Demeanor:** Maintains cooperative and productive relationships; willingly assists with formal or informal coaching or training; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; treats obstacles as solvable challenges; actively works to maintain and improve staff morale

**Customer Service:** Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

**Communication:** Communicates effectively in person, by phone, and electronically; expresses ideas clearly with correct grammar; uses active listening skills; matches communication method to the situation and the needs of the recipient

**Change and Innovation:** Adapts to new or changing priorities; makes recommendations for operational improvements; initiates creative ideas

**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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<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"/>

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**SIGNATURE**

I have read and have been given an opportunity to ask questions regarding this job description.

I also understand that this job description does not constitute an implied or expressed contract for employment with Bucks County Free Library. I understand that this job description does not contain all of the responsibilities that I may be asked to carry out while employed with Bucks County Free Library and that I will perform other duties that are assigned to me to the best of my abilities.

I agree to accept the responsibilities and duties as outlined.

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Employee Signature

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Date