



**Bucks County Free Library  
Job Description**

**Job Title:** Children’s Services Coordinator  
**Job Level:** Level 5a  
**Department Name:** Programming and Outreach Services/Collection Management Department  
**Reports To:** Community Engagement Director  
**Date Prepared:** August 26, 2024  
**Approved By:** Chief Executive Officer

**POSITION SUMMARY**

Plans, coordinates, and implements county wide children’s services initiatives and projects ensuring that programs and activities are consistent in quality, quantity, and format across the county. Leads special project committees or work teams.

Continuously reviews and evaluates programs and services for children, teens and families. Provides guidance, coaching, mentoring, and performance feedback to children’s services staff. Visits branch libraries regularly to assess children’s services operations and activities. Conducts regularly scheduled meetings and training sessions. Compiles and submits statistical and other reports.

Produces, distributes, and archives documents that communicate, outline, and reinforce children’s services assignments, priorities, and standards. This includes items such as FAQs, meeting minutes, assessment forms, guidelines, timelines, project plans, and miscellaneous job aids.

Serves as a children’s librarian at the Doylestown District Center Library as scheduled. Serves as manager on duty as scheduled, assisting the Library Manager with general operations as needed.

Variable schedule, including evenings and Saturdays, occasional Sundays, and schedule changes as needed. This is an FSLA exempt position.

**MINIMUM EDUCATION AND EXPERIENCE:**

- Requires a Master’s degree in Library Science.
- Five years of progressively responsible public library experience, including one year of 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.

## **REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Public Programming**

- Coordinates and implements county wide children's services initiatives and projects. Ensures consistency in quality, quantity, and format county-wide. Leads special project committees or work teams.
- Identifies, contracts, and schedules performers and related vendors for special events. Manages contracts with outside performers. Confers with staff at program sites to coordinate details. Arranges for audio-visual equipment, signage, displays, and other special needs.
- Continuously reviews and evaluates programs and services for children, teens and families. Ensures that outcomes align with library goals, policies, regulations, procedures, and guidelines. Makes recommendations for operational improvements and procedural changes.
- Reviews and approves the children's branch programming calendars and the library's online events calendar to ensure programs are advertised in a clear and timely manner.
- Selects supplies and equipment for purchase. Negotiates prices. Tracks expenditures and provides financial backup, information, and reports as required. Maintains an inventory of shared resources such as programming kits and special equipment.
- Collaborates with Community Engagement Director to assure system wide children's programs and activities complement offerings for adults.
- Collaborates with the Communication and Development Director to create promotional and educational pieces for in-library or external distribution and programming or collection support. Examples include signs, flyers, brochures, bookmarks, press releases, social media or blog posts, and collateral for public programs or interactive activities.
- Plans, coordinates, and leads branch-level library programs and events for children of all ages and their families. Participates in branch-level offsite promotional activities and events.

### **Collection Management**

- Leads, reviews, and evaluates collection development activities in children's services, including materials selection, collection analysis, preparation of recommended reading lists, and weeding. Ensures that outcomes align with library goals, policies, regulations, procedures, and guidelines. Makes recommendations for operational improvements and procedural changes.
- Identifies, evaluates, and selects materials for the library's collection, using reviews, catalogs, recommendations, and current holdings to determine selections. Analyzes circulation trends using standard evaluation tools.
- Compiles and submits order lists of books, magazines, audiovisual, and electronic materials.

- Collaborates with Communication and Development Director in a systematic program of ongoing in-house display and promotion of children's materials and resources.

### **Customer Service**

- Staffs the public floor. Provides directional assistance and high levels of reference and reader's advisory services to library users of all ages. Provides walk-in and scheduled technology help.
- Serves as an escalation point for staff handling library user complaints, behavior problems, policy questions, or concerns about children's services or library operations.
- Performs clerical duties as needed, including helping library users with self-checks, checking in items, processing holds, shelving library materials, emptying book drops, and answering the phone.

### **Staff and Volunteer Management and Supervision**

- Provides guidance, coaching, mentoring, and performance feedback to children's services staff. Conducts regular branch visits to assess operations and activities. Conducts regularly scheduled meetings and training sessions.
- Produces, distributes, and archives documents related to children's services assignments, priorities, and standards. This includes FAQs, meeting minutes, assessment forms, guidelines, timelines, project plans, and miscellaneous job aids. Maintains the children's services staff web page (SharePoint).
- Develops, conducts, and evaluates orientation and training for children's services staff and volunteers, including virtual training sessions. Maintains training plans and training records.
- 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. Reviews reports and information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.

### **Administrative**

- Makes decisions and resolves problems.
- 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.
- Researches and analyzes community needs. Works with management team, colleagues, staff, and others to establish strategic priorities, goals, and objectives. Formulates and oversees implementation of corresponding plans and projects.
- Prepares and submits statistical and other reports to accurately reflect children's services activities. Communicates with supervisor about activities and concerns using e-mail, phone, and in-person meetings.

- Monitors program activities to ensure satisfaction of participants and resolve problems. Conducts evaluations to determine how future events could be improved.
- Maintains program records, such as attendance and mailing lists. Reviews event bills for accuracy, and approves payment.

### **Leadership**

- Works collaboratively with senior management and support staff to ensure that children's activities are successfully implemented.
- Attends and participates in meetings and training sessions.
- Serves as a member or leader of committees or project teams.
- Participates in planning for library services.
- Maintains regular and dependable attendance, modifying the schedule as needed to fulfill responsibilities.
- Assumes other duties and projects as assigned.

### **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. 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 spending plans for final approval. Oversees tracking of cash receipts, and may authorize limited types of expenditures. Approves and submits time sheets.

## **REPRESENTATIVE 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 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 graphic design software and apps.
- 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 current trends in reading, public library collections, and the publishing industry.
- 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.

**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.*

- Frequent standing, walking, or sitting. Frequent repetitive hand motion.
- Occasional reaching or working overhead. Occasional climbing or balancing. Occasional stooping, kneeling, crouching, or crawling.
- Job requires that weight be lifted or force exerted frequently up to 25 pounds. Occasional up to 50 pounds. Never requires more than 100 pounds (force exerted).

**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. In addition, I understand that Bucks County Free Library is an employment at-will employer and that the organization or I may terminate the employment relationship at any time with or without cause. Furthermore, 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

\_\_\_\_\_  
Date