



Bucks County Free Library Job Description

Job Title: Adult Services Librarian

Job Classification: Librarian 1

Department Name: Branch

Reports To: Library Manager

Date Prepared: August 2016

Approved By: Chief Executive Officer

POSITION SUMMARY: The Adult Services Librarian plans and implements or participates in planning and implementing a comprehensive program of library services for adults and teens. This may include collection management, reference and reader's advisory, outreach and programming, advocacy and public relations. The Adult Services Librarian may guide the work of other staff or volunteers supporting Adult Services efforts. This is a bargaining unit position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a master's degree. Degree required: Library/Information Studies
- No previous experience required
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

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/or external contacts.

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

Communication: 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. Level of contact is primarily with library users, co-workers, and/or supervisors.

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.

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.

Outreach and Programming

- Prepares, promotes, presents, and evaluates in-library and outreach programs of all types and using a variety of media.
- Coordinates and implements local branch and countywide programs, such as summer reading.
- Cultivates and maintains strong relationships with local educational organizations and community groups, including visits.
- Tracks, compiles, and submits programming statistics and evaluation forms.
- Represents the library at various promotional events and activities.
- Conducts tours or orientation sessions for library users or guests.

Reference and Reader's Advisory

- Provides reference services, including answering questions, reader's advisory, group instruction, and catalog assistance. Processes holds and ILLs.
- Assists library users with Internet resources and productivity software (Windows, Word, Excel, etc., or equivalent), including accessibility resources.
- Assists library users to sign up for and use library equipment, such as computers, printers, copiers, and microfilm readers. Troubleshoots equipment problems.
- Assists with children's services reference.
- Performs circulation duties.

Collection Management

- Purchases and recommends materials for purchase based on established selection criteria, library user requests, community needs, reviews and professional knowledge.
- Participate in development of yearly collection management plan with direct supervisor.
- Participates in systemwide weeding and replacement projects.
- Contributes to cooperative efforts in producing recommended reading and selection lists.
- Markets library collection. Demonstrates and upsells library products and programs. Maintains book displays.

Related Duties

- Attends and participates in branch, committee, or systemwide meetings and training.
- Participates in professional activities, such as professional reading, contributing to publications, and attending local and other trainings and conferences.
- Guides the work of other in-branch staff and volunteers.
- Mentors new adult services staff countywide.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Monitors public areas and library user behavior and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Regularly performs all duties of Customer Service Associates (CSAs) as needed.
- Assumes other duties and projects as assigned.

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 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 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 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.

- Frequent standing or walking. Frequent repetitive hand motion. Frequent stooping, kneeling, crouching, or crawling.
- Occasional sitting. Occasional reaching or working overhead. Occasional climbing or balancing.
- Job requires that weight be lifted or force exerted frequently up to 10 pounds. Occasionally up to 100 pounds (force exerted). 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. 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.

Employee Signature

Date