



Bucks County Free Library Job Description

Job Title: Community Resource Coordinator
Job Level: Level 5
Department Name: Branch
Reports To: Associate Director
Date Prepared: February 2026
Approved By: Chief Executive Officer

POSITION SUMMARY: Plans, coordinates, and implements county wide community resource-focused initiatives and projects for the seven branches of the Bucks County Free Library, ensuring that the library's health-related and social service programs and outreach initiatives are consistent in quality and impact across the county. Coordinates events and programs and participates in community meetings and outreach. Leads special project committees or work teams. Works directly with customers needing social service assistance by providing information, support, and referrals to appropriate organizations. Builds relationships with a diverse library clientele and collaborates with community organizations on a system-wide approach to supporting community members in need.

Serves as a resource for library staff and models effective techniques for working with customers experiencing mental health, substance abuse, unstable housing and trauma. Provides guidance, coaching, mentoring, and performance feedback to library staff. Visits branch libraries regularly to assess community resource-focused operations and activities. Conducts regularly scheduled meetings and training sessions.

Continuously reviews and evaluates community resource programs and services. Compiles and submits statistical and other reports.

Produces, distributes, and archives administrative documents that communicate, outline, and reinforce community resource-focused 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 the coordinator of community resources for the branch libraries with special focus on assigned branches, including the Doylestown, Levittown, and Quakertown branches. Travel to branches and outreach or offsite events required as scheduled.

Serves as branch librarian and staffs the public floor. Serves as manager on duty as scheduled, assisting the Library Manager with general operations as needed.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a Bachelor's degree in social work, human services, public health, or a related field. Master's degree preferred.
- Two years of experience providing direct service to at-risk, marginalized populations.
- One year of experience working in libraries, community centers, or other community-based organization.
- 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: 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 library users, co-workers, colleagues, administrators and department heads, 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: 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 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.

- Serves as the coordinator of community resources for the branch libraries with special focus on assigned branch(es). Serves as branch librarian and staffs the public floor.- Serves as manager on duty as scheduled, assisting the Library Manager with general operations as needed.
- Plans, coordinates, and implements county wide community resource-focused initiatives and projects for the seven branches of the Bucks County Free Library, ensuring that the library's health-related and social service programs and outreach initiatives are consistent in quality and impact across the county. Coordinates events and programs and participates in community meetings and outreach. Leads special project committees or work teams.
- Works directly with customers needing social service assistance by providing information, support, and referrals to appropriate organizations. Communicates with customers in a confidential manner in order to understand their needs and provides information, as necessary, that may be relevant to library services. Connects with vulnerable or at-risk individuals within the library through roving service.
- Builds relationships with a diverse library clientele and cultivates relationships with community organizations to collaborate on a system-wide approach to supporting community members in need. When necessary, directly assists in linking clients with organizations to facilitate successful initial referrals/appointments.
- Serves as a resource for library staff and models effective techniques for working with customers experiencing mental health, substance abuse, unstable housing and trauma. Provides guidance, coaching, mentoring, and performance feedback to library staff. Visits branch libraries regularly to assess community resource-focused operations and activities. Conducts regularly scheduled meetings and training sessions.
- Assists with developing and delivering culturally responsive and trauma-informed environments and library services. Develops recommendations for maintaining a welcoming, trauma-informed environment for customers and removing barriers to library services for at-risk patrons. Supports system-wide social work initiatives.
- Continuously reviews and evaluates community resource programs and services. Makes sure that outcomes are consistent with library goals, policies, regulations, procedures, and guidelines. Makes recommendations for operational improvements and procedural changes.
- Compiles and submits statistical and other reports. Reviews information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Provides information to supervisors, co-workers, colleagues, staff, and key stakeholders by telephone, e-mail, or in person. Produces, distributes, and archives administrative documents that communicate, outline, and reinforce community resource-focused services assignments, priorities, and standards. This includes items such as FAQs, meeting minutes, assessment forms, guidelines, timelines, project plans, and miscellaneous job aids. Maintains the community resource services staff web page (SharePoint).
- Develops, conducts, and evaluates orientation and training for staff and volunteers, including virtual training sessions. Maintains training plans and training records for staff.

- Develops promotional and educational pieces for in-library or external distribution and programming support. Examples include signs, flyers, brochures, bookmarks, press releases, social media or blog posts, and collateral for public programs or interactive activities.
- Selects supplies and equipment for purchase. Identifies, schedules, and manages contracts with outside performers. 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.
- 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 and maintains constructive and cooperative working relationships with senior management, co-workers, colleagues, direct reports, community members, and outside groups.
- Makes decisions and resolves problems. Analyzes information and evaluates results to choose the best solution.
- Maintains records in accordance with the library's retention policy.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Maintains regular and dependable personal attendance and punctuality.
- Participates in planning for library services.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles of social equity and cultural competency
- Knowledge of community resources and social service agencies serving the community
- 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 work effectively with diverse populations and individuals displaying a wide range of disruptive or unusual behavior.
- 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.

Employee Signature

Date