

OSTERHOUT FREE LIBRARY
ASSISTANT ADULT SERVICES COORDINATOR
Job Description

SCOPE OF THE JOB:

1. This position reports to the Adult Services Coordinator
2. The Assistant Adult Services Coordinator helps to oversee the daily running of the Library's circulation and information (reference) services and adult and young adult programs in accordance with the mission statement, policies, and goals for the Osterhout Free Library.
3. Works cooperatively and communicates effectively with the Adult Services Coordinator and other library staff and/or system/district libraries when required.
4. Assists in overseeing routine management of Osterhout Free Library's Plains and South Branches.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES OF THE JOB:

1. Assists in supervising departmental staff, and performs other duties as delegated by the Adult Services Coordinator.
2. Manages staff schedule for departments including desk schedules for optimal public service in the absence of the Adult Services Coordinator.
3. Helps to manage both the circulation desk and information services desk, and ensures that staff at both desks are following library policy and procedure to better serve patrons.
4. Assists in the training of new staff members.
5. Acts as liaison between the Library and community groups, as assigned.
6. Participates in collection development of adult and young adult resources, including selection, deselection, inventory, marketing, evaluation and reconsideration.
7. Provides direct service to the public. Assists patrons at the information and circulation services desks and provides (in-person, telephone, and virtual patrons) information, reference, and readers' and A/V advisory utilizing print and electronic resources. Also helps to resolve difficult issues related to patron service such as disputed fees, policy questions, etc.
8. Assists in development of programs and tours for patrons in the use of the Library and oversees programs for the public as needed.
9. Sees to it that the department is kept neat and orderly.
10. Participates on the Library's management team and assists in administration of the Library. Attends meetings and communicates decisions with staff, as appropriate. Provides professional and managerial support to the Adult Services Coordinator and other members of the management team. Assists in establishing and meeting goals and objectives for the Library. Recommends policies and administrative actions to Department Coordinators. Communicates with the Adult Services Coordinator about departmental issues and priorities.
11. Assists in the operation of other areas within the Adult Services department such as Interlibrary Loan, the reserve system, ordering and processing of serials, the Computer Lab and scheduling of adult computer classes, and Genealogy/Obituary/Local History requests.

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OTHER DUTIES OF THE JOB:

1. Attends meetings, training seminars as required.
2. Meets the state requirement of six Continuing Education credits every two years.
3. In the absence of the Executive Director and in order of seniority, acts as the person in charge.
4. Provides regular and consistent attendance.
5. Performs other job related duties as required.

WORKING CONDITIONS:

1. Full-time position, 37 hours per week. Evenings and Saturdays required on a flexible schedule which varies from week to week.
2. Workspace is shared with other professional staff.
3. The environment includes significant public and staff contact and rapid turn-over at both service desks.
4. May interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

PHYSICAL/MENTAL CONDITONS:

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting and reaching to carry out essential duties of the job.
3. Coordinated movements of fingers/hand; and simple movements of feet/legs and torso.
4. Medium work; with occasional lifting/carrying objects with weights of twenty to forty pounds, and pushing book carts of up to 150 pounds. Retrieves and/or shelves objects weighing 5 to 20 pounds from all shelving levels.
5. Sometimes works in book stack areas where there is exposure to dust, newsprint, etc.
6. Sometimes works with equipment and performs procedures where carelessness may result in minor cuts, bruises, or muscle strain.
7. Must be able to pay close attention to details and concentrate on work.

QUALIFICATIONS:

A. EDUCATION/TRAINING:

Master's degree in library or information science from an ALA-accredited institution and/or certification as public librarian in Pennsylvania.

B. WORK EXPERIENCE:

One year of relevant library work preferred. Experience supervising others preferred but not required.

C. KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential functions of the job.

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2. Must possess the ability to communicate effectively and have skill in interpersonal communication. Must possess the ability to do technical writing for procedures, proposals, reports, etc.
3. Must have knowledge of public library planning and role-setting practices and their application to information and adult services. Ability to analyze and evaluate current conditions and make logical evaluations of future needs. Ability to plan and execute short-range plans.
4. Must possess the ability to assume a leadership role in a group setting. Must possess the ability to establish and maintain effective working relationships with the Executive Director, Adult Services Coordinator, other Management Team members, district library staff, other library staff members, volunteers, sales representatives, community officials, agency representatives, and the public. Must possess the ability to work in the Library's team setting and have the willingness to assist and support coworkers, contribute ideas, and maintain flexibility. Ability to adapt to a rapidly changing environment.
5. Must have the commitment to and skill in supervising people. Must possess the knowledge of supervisory and training techniques and have a willingness and ability to provide positive managerial example. Willingness and ability to foster environment in which employees are self-motivated and can exhibit high morale. Capacity to recognize and utilize talents of others. Fairness when distributing workload, responsibility, and authority. Ability to identify proper work assignments for subordinates and willingness to follow-up to ensure proper completion.
6. Must possess the ability to set realistic standards for employees and to encourage productive and efficient performance. Conscientiousness when appraising performance and making personnel recommendations.
7. Must have skill in managing departmental workflow, including ability to identify, negotiate, establish, communicate, and apply priorities. Skill in performing and supervising routine and non-routine procedures involving many steps. Ability to give and follow complex written and/or verbal instructions and to pay close attention to detail. Willingness to provide professional and managerial support to supervisor. Ability to accept delegation and to work under general supervisory direction.
8. Must have initiative and resourcefulness to take acceptable risks, make appropriate decisions, and exercise proper authority. Ability to present clear explanations of established policies and procedures. Ability to think and act appropriately under pressure. Willingness and ability to grant logical exceptions to policies and procedures when warranted. Willingness to maintain confidentiality when appropriate and to be held accountable.
9. Must have the ability to provide courteous and timely public service to patrons of various ages, interests, backgrounds, and levels of library expertise. Ability to conduct a reference interview to determine patron needs. Capacity to be easily understood on voice telephone. Knowledge of popular authors and subject areas to facilitate patron question negotiation. Knowledge of reference tools, methodologies, and philosophy. Ability to provide instruction and encouragement in use of library resources to patrons individually and in groups.
10. Must have the ability to develop work-related goals and objectives. Willingness to develop job-related abilities, skills and knowledge. Willingness and ability to keep

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abreast of changing technologies and procedures, and to assume responsibilities required by introduction of different services and equipment.

11. Must have the understanding of collection development tools and theory. Knowledge of publishers, popular authors and subject areas to facilitate collection development. Willingness and ability to understand and contribute to on-going development of local collection philosophy.
12. Must have the ability to interact effectively with the Library's automated systems. Skill in using microcomputers and related software. Basic knowledge of database, spreadsheet and word processing software programs. Ability to instruct others in use of a variety of computer programs. Knowledge of or ability to quickly learn Library's current software programs as these apply to job responsibilities. Ability to operate other office equipment with accuracy and reasonable speed.
13. Must possess the ability to troubleshoot computer and other equipment problems.
14. Must possess knowledge of electronic resources including the Internet.
15. Must possess a valid Pennsylvania driver's license and have one's own vehicle.
16. Must present in accordance with the library dress code.