



City of Irving Job Description

Library Services Coordinator

FLSA Status:	Non-Exempt	Job Department:	Library
Job Code:	27092	Reports To (Job Title):	Senior Librarian, Circulation Supervisor, or Branch or Library Services Manager

PURPOSE

To perform varied duties related to the implementation of library policies and procedures that ensures the effective circulation of library materials, as well as the provision of excellent service to library customers. This position contributes to collection maintenance activities; plans, implements, or promotes library programs, and provides reference and reader advisory assistance to library customers. Further, it supervises assigned staff and volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise assigned staff, which includes participation in interview and selection, training, performance evaluations, schedules, discipline, and communication.
- Advise and assist library customers at various service desks with the checking out of materials, registering library cards, finding library materials, searching the catalog, using online databases, answering questions related to reference, reader's advisory, circulation or other related inquiries.
- Oversee or assist in the oversight of an assigned work area and/or service desk of an IPL location to communicate and interpret library policy and procedures to library staff and customers and to ensure effective, accurate, and smooth workflow processes and delivery of customer service; work with customers, settle accounts, or resolve disputes.
- Provide computer technical assistance to staff and customers and troubleshoots issues with public computers, printers, copiers, reservation stations, self-check units, and other equipment or technology.
- Perform collection maintenance, which includes arrangement, tracking and weeding of library materials, and assisting professional staff as needed or assigned.
- Participate in selection and training of staff members.
- Collect, compile and report various statistics related to area of responsibility.
- Interpret and apply library policies and procedures in a tactful and respectful manner to ensure the safety and integrity of materials, customers, and staff members.

One of the following essential functions, as assigned:

- Maintain community contacts to expand volunteer opportunities and base. Select, interview, and work with Department Leads to train, utilize, and evaluate performance of volunteers. Enlist, receive, interview, select, assign, schedule and train volunteers, tracking and evaluating work performed.
- Oversee staff assigned to library circulation tasks to ensure that registration data is accurate, that returned library materials are accurately checked-in and properly shelved in a timely manner, and that cash reports are processed and verified. Work with customers to settle accounts or resolve disputes.

OTHER DUTIES AND RESPONSIBILITIES

- Participate in departmental, inter-divisional meetings, workgroups, teams or training, contributes and facilitate as needed or assigned.
- Assist professional staff with programs, including preparation, planning, and presentation as needed or assigned.
- Receive, determine value of, and sort donations or gifts received from the public.
- Other related duties as assigned by supervisor.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 4 to 12 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1 to 14 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position handles daily financial transaction with library patrons, processes payments and receipts into the library's cash register for accounting purposes. This position also counts, balances, or verifies the reconciliation of monies received, sets up daily cash register drawer for business needs, prepares bank deposit, and enters amounts into ledger accounts on cash report sheet. Also, it is responsible for ordering up to \$2,500 in supplies.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Associate's degree from an accredited college or university with major course work in a closely related field or equivalent.
- Bachelor's degree *preferred*.

EXPERIENCE

- Two (2) years of increasingly responsible library experience or equivalent.
- One (1) year of supervisory experience and customer service experience would be beneficial.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, state-issued driver's license, or the ability to obtain one, may be required.

KNOWLEDGE OF

- Dewey Decimal System: The classification filing system of library books and other publications into 10 major categories, with each category being further subdivided by number.
- English Language & Literacy: Structure and content, including the meaning of words and grammar, ability to read and write, interpreting documents and expressing information or ideas in written form.
- Library Operations: Principles and practices of basic library operations, including the catalog system, reader's advisory, reference services and circulation services.
- Computers and Office Systems: Hardware and software applications, administrative and clerical procedures and practices including word-processing, spreadsheets, filing, records management, and other procedures or terminology.
- Customer Service: Principles and practices for personal service to customers regardless of their circumstances.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.

SKILLS AND ABILITIES IN

- Organizational Strategies and Time Management: Prioritizing and completing assignments on time, tracking and ordering multiple variables by sorting, grouping or calendaring, including complex problem-solving which identifies and reviews related information to develop, evaluate options and implement solutions.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Service-Oriented Inquiry: Effectively structuring questions with clients to determine their needs.
- Oral Expression: Communicating information or ideas in speaking so others will understand.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Management of Materials Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Service Orientation: Actively looking for ways to help people.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Direction and Instructional Comprehension: Following directions and carrying out instructions furnished in written, oral or diagram form.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Library customers and volunteers.

EQUIPMENT AND PROPERTY

Computer workstation (computers, barcode scanners, printers, etc), Equipment to de-activate/activate security on library materials, Telephones, Copiers, Coin boxes, Fax machines, and Self-check units.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to grasp, handle, feel, listen, see, stand, stoop, bend, talk, and/or walk. Frequently, s/he is required to balance, kneel, lift up to 50 lbs, pull, push, and/or reach. Occasionally, s/he is required to climb, crawl, drive a vehicle, sit, and/or smell. Specific vision requirements: close vision, distance vision, and color vision

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee may have occasional exposure to confining work spaces, dirty environments or library materials, air contaminations, improper illumination, noise, toxic or caustic materials, and/or violence. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.