



HUDSON AREA JOINT LIBRARY

Position Description

Position Title: Patron Services Coordinator

Department: Library

Supervision Received: Library Director

FLSA: Non-Exempt

Supervision Exercised: Library Assistants, Library Clerks, Library Aides

Date Approved:

Date Revised:

Position Purpose:

The Patron Services Coordinator is responsible for overseeing the patron-centered functions of the library which include circulation services, as well as Adult and Youth Services. The Patron Services Coordinator supervises circulation desk staff, including Library Assistants and Library Clerks, Library Aides, and volunteers, and directs the Adult and Youth Services staff.

The following knowledge, skills, and abilities are required of all employees:

- 1. Communication:**
 - *Effective written and oral communication skills;*
 - *Active listening skills; seeks first to understand.*
 - *Communicates respectfully, at all times.*
- 2. Customer Service:** *Effectively connects with the patron and builds positive relationships with library patrons.*
- 3. Personal Leadership:**
 - *Demonstrates effective judgement and decision making process;*
 - *Provides appropriate responses and direction to predictable and unpredictable situations;*
 - *Models accountable behaviors and interactions to create a foundation of trust;*
 - *Embraces change;*
 - *Seeks learning opportunities;*
 - *Maintains patron confidentiality;*
 - *Creates a positive and productive work environment.*
- 4. Results:** *Aligns work with Library's mission and vision and strategic plan goals; Accepts responsibility for outcomes.*
- 5. Self-Management:** *Balances work and personal life; is aware of emotions and impact on others.*
- 6. Relationships – Teamwork:**
 - *Promotes team cohesiveness and accountability;*
 - *Inspires others through effective leadership;*
 - *Collaborates with others;*



- Shares expertise and talents;
- Participates actively and productively in meetings.

7. Technology: Embraces new and emerging technology for efficiency and life-long learning.

ESSENTIAL RESPONSIBILITIES

The following job functions are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs opening and / or closing of library, as needed.
- Performs circulation desk duties and provides first class customer service to all library visitors.
- Provides computer and technology assistance.
- Provides Reference and User Services
 - Conducts reference interviews; provides reference and readers' advisory services;
 - Maintains patron confidentiality;
 - Instruct patrons in the use of library equipment;
 - Promotes patron use of library resources;
- Administrative and Management Skills
 - Supervises Library Assistants, Clerks, and Library Aides, consulting with Director, as needed.
 - Trains Library Assistants, Library Clerks, Library Aides, and volunteers.
 - Ensures patron service desks, including circulation desk, as well as adult services desks are appropriately staffed.
 - Monitors staffing and makes recommendations for scheduling changes.
 - Monitors time-off and ensures shift coverage, filling-in as needed.
- Professionalism and Professional Development
 - Keeps current of new and emerging technology;
 - Participates in professional development opportunities when appropriate.

OTHER JOB FUNCTIONS

- Performs other job duties as assigned.

REQUIREMENTS

- Education: Bachelor's Degree required, Master's Degree in Library and Information Science, preferred.
- Experience: 3-5 years of customer service experience with 1 of year supervisory experience.
- A combination of education and experience may be considered.

KNOWLEDGE, ABILITIES, AND SKILLS

- **Knowledge of**
 - Library technology, automation and computer systems;
 - Library services and procedures;
 - Communication standards (written and oral);
 - Standard office equipment;
 - Computers and new technology.



- **Ability to**
 - Work independently with minimal supervision;
 - Work well with the public;
 - Communicate effectively;
 - Establish and maintain effective working relationships.
- **Skills in**
 - Public relations;
 - Organization and time management;
 - Creative thinking and problem solving.

PHYSICAL DEMANDS and WORKING CONDITIONS

- While performing the duties of this position the employee may be required to:
 - Sit, stand, walk, climb, stoop, kneel, crawl, talk, and hear;
 - Bend, twist, or reach;
 - Required to balance or climb, on occasion;
 - Push or pull wheeled library carts weighing up to 400 pounds;
 - Lift or carry items weighing 50 pounds or less;
 - Use fingers and hands to handle, feel, or operate objects, tools, or controls, such as computer keyboards.
- Work is performed indoors with a minimum amount of outside work.
- Work schedule may include evening and weekend hours, as necessary.

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



ACCEPTANCE STATEMENT

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without accommodation, of the position of Patron Services Coordinator at the Hudson Area Library. If employed, I certify that I can and will perform the essential functions of the position. Administration reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for informational purposes only and does not indicate a written or implied contract of employment.

Acknowledgement of Review

I acknowledge that I have read the information presented above, and I understand the expectations set forth hereto.

Employee Signature

Date

Library Director

Date