

# **ATHENS COUNTY PUBLIC LIBRARIES JOB DESCRIPTION**

Job Title: Assistant Director / Patron Services Coordinator  
Job Classification: 0 Assistant Director  
Title of Supervisor: Director

## **PURPOSE OF JOB**

Responsible for library operations in the absence of the Director. Oversees management of delivery of library services to the public at library branches and programs at library locations and off-site. Plans, coordinates, supervises, and evaluates the activities of public service staff; including hiring, supervision, and training of managers and staff. Creates and guides continuing education opportunities for library staff. Assesses the need for volunteers across the library system and supports recruitment and retention efforts. Initiates and maintains effective relationships with community organizations. Maintains good relations with the public, including resolving patron questions and complaints as they relate to public services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Assists the director in formulating goals, objectives, policies, and procedures for the library system.
2. Overall responsibility for program development system-wide, coordinating program development activities among all locations and programming staff.
3. Overall responsibility for continuing education of library staff, identifying needs and opportunities and sharing with staff system-wide.
4. Participates in professional organizations and workshops, and keeps informed of current trends and new techniques.
5. Answers reference questions in person or by telephone and helps patrons locate research materials.
6. Instructs patrons in the use of basic reference tools, both print and electronic.
7. Works in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
8. Assists patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
9. Performs related duties as required.

## **INTERACTION**

Interaction with staff, patrons, agencies and vendors.

## **MINIMUM QUALIFICATIONS**

1. Master's Degree in Library Science from an American Library Association accredited school
2. 5 years of progressively responsible professional experience in a library, including supervisory experience.

3. Ability to communicate effectively.
4. Demonstrated ability to plan work and train and supervise others.
5. Demonstrated knowledge of a variety of library resources; including books, media, databases, and technology.
6. Familiarity with specialized bibliographic and reference tools, both online and print.
7. Familiarity with MS Office products.
8. Keyboarding/windows proficiency.
9. Ability to operate library technology systems, including personal computer, software programs and other job related equipment.

#### COMPUTER/TECHNOLOGY SKILLS/EQUIPMENT/SOFTWARE SKILLS:

The following is the common technology used in this position and is not all inclusive: E-mail, Data Entry, Electronic Resources, Koha ILS, word processing and office productivity software, Internet, Laptop with LCD Projector or other library-related software applications.

#### SUPERVISORY/MANAGEMENT RESPONSIBILITY:

Hires, trains, supervises, and evaluates staff up to class 2 Librarian/Manager as assigned.

#### TRAVEL REQUIREMENTS:

Frequent travel required to engage with community organizations, supervise branch managers, provide staffing coverage at library locations, and to attend meetings and workshops.

#### PHYSICAL DEMANDS

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment. Occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting up to 35 lbs., continual standing, reaching, bending, and walking).

#### WORK ENVIRONMENT

Majority of the work performed in a general office/library environment. Requires availability for extended or nontraditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events and training.

#### DISCLAIMER

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.