

POSITION: UNIT HEAD –INFORMATION SERVICES COORDINATOR

REPORTS TO: LIBRARY DIRECTOR

PURPOSE OF POSITION:

Provide information services to the general public. Monitor departmental information, reader's advisory and programming functions. Coordinate all interlibrary loan activities. Help develop departmental policies and procedures in accordance with the library's stated mission.

ESSENTIAL FUNCTIONS:

1. Coordinate the activities of the Information Department.
2. Provide information, reader's advisory and interlibrary loan services to the public via telephone, mail, e-mail, FAX and in person.
3. Assist the public in the use of library materials and resources and in locating materials.
4. Provide information to patrons for questions pertaining to e-content available through the library and transferring to their electronic devices.
5. Maintain the library's electronic devices that are available to the public (Kindle, iPad, and hotspots).
6. Advise the library director in regard to departmental policies and procedures and implement decisions.
7. Oversee the use of the public access computers in the Main Reading Room.
8. Share in the coordination of MORE materials handling with the circulation Services coordinator.
9. Select, weed and maintain the information services collection.
10. Select, weed and maintain assigned adult non-fiction collections.
11. Assist in maintaining the accuracy of the public catalog.
12. Train and assign work to department staff.
13. Provide in-service training to staff as needed.
14. Organize and conduct library programs for adults.
15. Promote library services through the development of fliers, bibliographies, bulletin boards, displays and newspaper articles.
16. Conduct library tours, present programs to groups as requested and perform other outreach activities.
17. Compile statistical information regarding departmental activities
18. Prepare monthly report for Library Board.
19. Monitor main reading room, public access computers and study areas.
20. Coordinate test proctoring.
21. Monitor page and volunteer activity when appropriate.
22. Process courier and departmental mail.
23. Serve on professional committees as required.
24. May be called upon to participate in the interview process for selection of department personnel.
25. Perform other duties as required.

KNOWLEDGE AND ABILITIES:

1. Ability to develop a strong awareness of local community needs and interests and apply that knowledge in the selection of adult library materials.
2. Ability to develop and maintain an understanding of current library policies and procedures and the ability to explain them to the staff and the public.
3. Strong knowledge and working understanding of information, reader's advisory and interlibrary loan services and resources as they apply to the public library setting.
4. Working knowledge of adult and children's literature.
5. Ability to organize, plan, coordinate and evaluate the work of department personnel.
6. Possession of a friendly and helpful manner.
7. Possession of good telephone skills.
8. Ability to work harmoniously with library staff and the public and to promote a positive image of the library.
9. Ability to develop skill in the use of equipment listed below, especially computer terminals.
10. Working knowledge of English language grammar and spelling.

PHYSICAL DEMANDS OF POSITION:

1. Bending/twisting and reaching.
2. Far vision at 20 feet or further; near vision at 20 inches or less.
3. Hand Dexterity: typing, writing, filing, sorting, shelving, processing.
4. Handling: picking up and shelving items.
5. Lifting and carrying: 30 pounds or less.
6. Mobility: travel to meetings outside library.
7. Pushing and pulling: objects weighing 50 pounds on wheels.
8. Sitting, standing, walking, climbing and stooping.
9. Talking and hearing; use of telephone.

ENVIRONMENTAL WORKING CONDITIONS:

1. Mostly inside work environment. Occasional outdoor programming/outreach
2. Flexible work hours: some evening and weekend hours.

EQUIPMENT USED:

Book truck, calculator, cash register, computer software, computer terminal, copy machine, fax machine, laser scanner, microfilm reader, printer and telephone.

EDUCATION AND EXPERIENCE:

1. Bachelor's degree from an accredited four-year college, with a minor in Library Science
OR Three years of professional library experience.
2. Keyboarding and computer skills.
3. Expected to pursue continuing education related to job duties.

JOB REQUIREMENT:

Ability to work flexible hours, days, evenings and weekends.

**APPROVED BY THE CHIPPEWA FALLS PUBLIC LIBRARY BOARD OF TRUSTEES
ON OCTOBER 14, 2020**