



Library Administration
Customer and Readers' Services Coordinator

Department: Circulation
Reports to: Head of Circulation and Facilities
Classification: Level 4
Exempt

ESSENTIAL FUNCTIONS AND RESPONSABILITIES

Readers' Advisory

I am responsible for encouraging and working with staff and the public to make the written word enticing and highly visible by being an advocate for books and reading. In addition, I focus on creating convenient ways for readers to connect with books they will love. I devise ways to incorporate input and advice from other frontline staff and coordinate training that will assist them in working with me to achieve our goals.

I provide ways to explore all formats within our collection so that my work brings attention to KHCPL materials and holdings and to literary news such as book awards and best-seller lists. Some of the ways I will do this are through social media, blogs, and special cultural and awareness events such as Banned Books Week. I will maintain an awareness of relevant pop culture trends, and use media influences to help relate to patrons of all ages and interests.

I participate in planning for library operations as they relate to my department and to reader's advisory as a whole. I prepare budgets and reports as necessary, recommend and implement policy and procedures, serve as the liaison to other departments, and communicate frequently with the Head of Circulation and Facilities on goals, objectives, and tasks.

Customer Service

I actively supervise the Circulation clerks. I support their efforts at customer service by scheduling, overseeing training, and giving them the tools needed to be advocates for library programs and materials. I evaluate their progress and coach them to provide superior customer service and be frontline ambassadors for the library. I build my customer service team by interviewing, hiring, and coaching Circulation staff.

I assist other departments in my capacity as an MLS Librarian by being called upon to help with staffing. I assist patrons and encourage proper behavior as outlined in the Behavior Guidelines. All departments can ask for my help.

Publicity and Events

I will work collaboratively with other employees and/or departments to suggest and create projects and events that raise awareness of books and reading, continuing to bring new and fresh ideas to the table. I will work with staff of KHCPL to bring innovative displays of materials, online and physical.

I will coordinate book discussions by assisting in finding titles that make strong reader connections and good discussion. I will be in charge of scheduling and holding books discussions on a regular basis. I will co-chair Howard County Reads along with the Head of ATD, and will be responsible for the selection of books to be included in the event.

Good Relations

I will work with and cooperate with all staff in all departments to keep a friendly and inviting library. I will strive to provide superior customer service and be a good example of the library, both inside and outside of work.

KNOWLEDGE, SKILLS AND ABILITIES

- Has an MLS or equivalent from ALA accredited school.
- Is Library Certified at Level 4 or higher.
- Consistently models pleasant and positive behaviors, with excellent interpersonal skills.
- Exhibits strong written and verbal communication.
- Is organized and motivated to be able to plan for events 12 months in advance or more.
- Holds and maintains a valid driver's license with no serious violations.
- Has excellent integrity and demonstrates good moral character and initiative.

WORKING CONDITIONS

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job
- Sit, stand and walk for required periods of time
- Speak and hear
- Use close vision, color vision, peripheral vision, and depth perception along with the ability to focus vision.
- Communicate effectively in English, using proper grammar and vocabulary.
- Reach with hands and arms the use hands and finger to handle objects and operate tools, computer, and/or controls.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.