

# **PUBLIC SERVICES ADMINISTRATION COORDINATOR (Range 114)**

## **DEFINITION**

Provides high level administrative support for all library automation systems related to database and software management for the Library District. In addition, assist in the planning, coordination, and implementation, of adult programming and outreach services to communities throughout the Library District.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction and general supervision from the Access Services Manager.

## **ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Provides assistance in the maintenance of library automation systems such as Innovative Interfaces and coordinates projects, including bibliographic reports and overall system support.
2. Resolves a wide range of routine and non-routine issues and difficult situations.
3. Assists in the training of staff on new technologies and systems as well as theater and meeting room use policies and procedures.
4. Provides District-wide leadership in the administration, planning, implementation, and evaluation of adult programming including ethnic heritage month celebrations, author programs, book discussion groups and other library sponsored programs.
5. Coordinates the planning of and evaluates outreach services to underserved constituents including library participation in community parades, festivals, and events as well as outreach to senior citizens and minority communities.
6. Assists in the collection of data, develops reports using report management software, prepares planning documents, and develops goals and objectives as requested.
7. Conducts library research, procedural and administrative studies, and prepares reports relative to recommended solutions or courses of action regarding such.
8. Provides advice and consultation to the Access Services Manager, patrons, and others concerning various policies and long-range planning of the implementation of new technologies or enhancements to existing technology.
9. Keeps abreast of the latest trends and developments in database management and new technologies.
10. Provides reference, reader services, and other library services to adult patrons and Library District staff.
11. Assists patrons in the use of all collections and other library materials using the Library of Congress Classifications and also assists in the use of automated library

**PUBLIC SERVICES ADMINISTRATION COORDINATOR  
PAGE 2**

systems, various indexes, and non-book materials.

12. Maintains knowledge of adult reference, reader services, and the circulating collection.
13. Provides information about District-wide activities, facilities, and services.
14. Exercises decision making skills in maintaining library systems.
15. Interacts extensively in person, and over the telephone with district-wide staff and management, outside agencies, vendors, patrons, and other libraries.
16. Maintains a high degree of confidentiality.
17. Responds to inquiries and complaints in a courteous and timely manner.
18. Enters data and maintains computerized bibliographic database.
19. Utilizes personal computers, automated library systems, the Internet, e-mail, and on-line tools and resources including web-based search engines and MS Office Suite.
20. Operates library and general office equipment including, but not limited to: copy machine, telephone, fax machine and mail machine.
21. Maintains a safe environment for staff.
22. Prepares, interprets, analyzes, and summarizes various routine and non-routine reports.
23. Operates Library District vehicles.
24. Attends or assists at various meetings and training sessions at sites throughout the Library District.

**Marginal Functions:**

1. Participates in committee work when needed.
2. Ensures completion of and submits employee leave request forms.
3. Attends and participates in professional association meetings and seminars.
4. Participates on interview panels.
5. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Professional public library principles, practices, and techniques.
2. Automated systems used in libraries such as PC Reservations, III, Envisionware RFID Solution, as well as on-line tools and resources, the Internet, and computerized

**PUBLIC SERVICES ADMINISTRATION COORDINATOR  
PAGE 3**

- catalogs.
3. Sources and availability of current information.
  4. Planning methods and techniques.
  5. Research techniques.
  6. Basic accounting principles and procedures.
  7. Principles of budget development, administration, and control.
  8. Adult and children's literature.
  9. The Library of Congress Classification System.
  10. Library District and Department policies and procedures.
  11. Library District terminology and functions.
  12. Correct English usage, spelling, punctuation, and grammar.
  13. Pertinent Federal, State, and local laws, regulations, and ordinances.

**Ability to:**

1. Exercise good judgment and make sound decisions.
2. Accept and manage change and maintain flexibility.
3. Work quickly and accurately.
4. Perform multiple tasks concurrently.
5. Work independently and as part of a team.
6. Work under pressure and meet deadlines.
7. Maintain effective working relationships with those contacted during the course of work.
8. Plan, organize, and review projects for accurate and efficient results.
9. Supervise and direct the work of subordinates.
10. Interpret and explain Library District and Department policies and procedures.
11. Exercise initiative, independent judgment, and discretion.
12. Understand and follow oral and written instructions.
13. Communicate clearly and concisely, both orally and in writing.
14. Communicate with and elicit information from difficult, upset, and irate patrons.

**PUBLIC SERVICES ADMINISTRATION COORDINATOR  
PAGE 4**

15. Maintain the mental capacity for effective interaction and communication with others.
16. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment.
17. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment.

**Skilled in:**

1. Use of personal computers and associated software.
2. Use of automated library information systems such as III, PC Reservation software, RFID technologies and basic office equipment.
3. Use of library and basic office equipment.

**QUALIFICATIONS**

**Training and Experience:**

Bachelor's Degree from a four year college or university required; two (2) years of public library experience including demonstrated ability to manage integrated library automated systems such as III, PC Reservations, and RFID required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking; frequent lifting and carrying objects of moderate weight (12 - 20 pounds); occasional lifting and carrying objects of moderately heavy weight (20 - 40 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require color perception, visual perception, audio perception, and oral

**PUBLIC SERVICES ADMINISTRATION COORDINATOR  
PAGE 5**

communications ability.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

**License, Certificate, or Special Requirements:**

Possess, or have the ability to obtain, valid Nevada Driver's License at the time of hire.

**FLSA:                   NON EXEMPT**

**CBA:                   NON SUPERVISOR**

**DEVELOPED:         JULY 23, 2010**

**REVISED:**