CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Page Coordinator**	**UNION:1937**
		SG:107
CLASS TITLE:	**Library Coordinator**	**CS:N**
		FLSA:Y
DEPARTMENT:	**Library**	**EEO4CODE:PP**

JOB SUMMARY:

Coordinates and oversees the daily activities of the Page staff at all Library locations, providing daily direction, oversight and guidance. Assists in increasing workflow efficiency and developing a productive team environment. Performs customer service duties at public service desks and other clerical work for the Library.

SUPERVISORY RELATIONSHIP:

Reports to the Assistant Library Director. Works with significant independence under general supervision and the guidance of Library policies and procedures to contribute to the overall goals of the Bellingham Public Library.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Under the Assistant Library Director, oversees daily activities and performance of Pages to ensure high-quality customer service: conducts interviews; recommends hires; trains and coordinates work schedules; plans and conducts regular Page meetings; verifies timesheets for all Pages and adjusts pay forecasts; resolves questions and conflicts; maintains productive team-based work unit; provides input for performance appraisals; attends All-Circ and All-Staff meetings; and, coordinates use of Library delivery truck for delivery service.

2. Performs circulation desk duties: using an on-line computer system, checks out library material and discharges returned materials; processes library card applications; handles overdue problems; collects fines and makes change; receives and responds to phone and in-person queries; performs opening and closing procedures, including but not limited to counting cash drawer, emptying book drops and placing materials on cart for discharge purposes; and, monitors Request Pull List.

3. Implements, verifies and applies Library policies and procedures: provides input into the development of policies and procedures; works with supervisor to develop documentation and procedural guides for Pages; and, resolves questions and conflicts.

ADDITIONAL WORK PERFORMED:

1. May prepare daily cash deposit as needed.

2. May schedule Clerks to work on public service desks as needed.

3. May prepare interlibrary loan as needed.

4. Prepares signage and printed materials in support of Library goals and projects.

5. Performs duties of any lower library support classification.

6. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Library policies, procedures and practices especially as applied to circulation.
- City policies, procedures and practices especially as applied to employment matters.
- Relevant labor agreements.
- Business English, including grammar, punctuation, spelling and letter format.

Skills:
- Problem solving skills.
- Good oral and written communication skills.

Ability to:
- Write legibly.
- Compose letters and reports using standard business English.
- Follow written and oral instructions.
- Work independently in setting priorities and devising work methods to complete assigned tasks.
- Plan, organize and direct the work of others.
- Appropriately assert authority.
- Interact with Library staff and public using courtesy, patience, tact and good judgment.
- Maintain and report statistical data using a custom report system.
- Accurately perform basic math, including the ability to add, subtract, multiply, divide and compute percentages.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions, which includes:
  - Ability to stand for long periods of time performing public service duties;
  - Visual acuity sufficient to read a computer screen or typewritten page;
  - Reach shelves up to six feet high and at floor level;
  - Lift and carry materials weighing up to 25 lbs., often in a confined space;
  - Move loaded book carts weighing up to 200 lbs.

WORKING ENVIRONMENT:

Most work is performed indoors in a three-story, environmentally controlled building interacting with co-workers and the general public using common office equipment including a computer, telephone, copier, etc. An elevator is available to facilitate movement from floor to floor. There is frequent interaction with co-workers and the public.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or equivalent required; associate degree in library science, library technology, or business, or related coursework preferred.

- Two years experience in a clerical position in a public or academic library.
- Previous experience providing customer service to the public.
- Previous work experience in an automated library, using a computer.
- Lead or supervisory experience preferred.
- Keyboarding at 45 wpm.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass local police and Washington State Adult/Child Abuse records check prior to hire.
- Must be willing to work various shifts including evenings and weekends.

PREPARED BY: P. Kiesner
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8/2010

REVIEWED BY: _____
Pamela Kiesner, Library Director