



## Mott Community College Job Description

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**Title:** Coordinator – Library Public Services  
**Department:** Library Services  
**Reports To:** Director – Library Services  
**Date Written/Revised:** January 29, 2008/April 11, 2008/July 27, 2011

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### **Purpose, Scope & Dimension of Job:**

The Public Services Coordinator reports to the Director of the Mott Library and is responsible for performing a wide range of duties for library public services at the main library and extension sites. The Coordinator is responsible for the successful operation of patron access to library services and resources, and overseeing employee work activities to ensure that patron needs are met. The Coordinator supports the Library Director's management responsibilities by working with the Library Director and the Coordinator – Library Circulation & Technical Services to create and document administrative processes. The Coordinator supports the creation of a work environment that allows all employees to actively contribute to the successful operation of the library for users, including a commitment to ongoing professional development, effective communication practices, frequent review of policies and procedures, and a willingness to assist others.

### **Supervisory Responsibility:**

The Public Services Coordinator is responsible for overseeing public services and for performing work group leader responsibilities for all employees who work in the Reference Department. Work group leader for the Librarian I – Reference (FT), and Part-time Reference Librarians (1.5 FTE).

### **Essential Duties/Major Accountabilities:**

#### **A. Public Services**

1. Oversees the daily activities of main and branch library public services including development of policies and procedures. Makes recommendations to the Library Director in areas such as resource allocation, budget management, long-range planning and personnel matters.
2. Ensures the safety and welfare of patrons, acting as primary emergency first responder, and monitors all building facility issues, reports problems to Library Director or Physical Plant.
3. Maintains awareness of and responds appropriately to patron issues as needed; resolves patron conflicts.
4. Monitors and analyzes the efficacy of service delivery and plans for future needs in the areas of staffing, funding, and additional service requirements.
5. Develops annual goals/objectives for department; contributes to development of goals/objectives for library.
6. Collaborates with PALnet (Public and Academic Library Network) and Mott information systems staff to research and recommend necessary upgrades in hardware and software for student use.
7. Represents the library on college-wide committees and at meetings.
8. Works to ensure that Mott Middle College students have adequate resources and use of the library facility.
9. Performs other duties as assigned.



## Mott Community College Job Description

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### **B. Reference and Instructional Services**

1. Oversees all aspects of library reference services that are provided to more than 15,000 library users each month; continually assesses service needs of patrons maintaining a student success focus.
2. Oversees the work of reference services personnel. Under supervision and direction of Library Director, participates in and makes recommendations to Library Director concerning personnel transactions such as hiring, training and performance evaluation.
3. Coordinates workloads, projects staffing needs, and schedules staff to provide high level reference services to patrons with diverse needs.
4. Coordinates library instruction program and classroom visits to most effectively use the library facility while also meeting academic faculty objectives for library instruction and use.
5. Develops and delivers necessary staff training materials for traditional and new reference services.
6. Maintains a current awareness and use of emerging information and instructional technologies through professional development.
7. Coordinates, develops and presents, along with reference staff, more than 150 library educational programs and library orientations each year designed to teach library research skills, effective use of the library's collections and life-long literacy.
8. Researches and creates bibliographies, research guides, annotated reference lists and information literacy tools and instructional materials designed to assist students in a topic area or academic discipline.
9. Monitors trends and emerging issues related to information organization, metadata standards, on-site and remote delivery of reference assistance and instruction.
10. Evaluates current services, recommending new policies and procedures in response to evolving needs of students and faculty.
11. Directs the preparation of statistical reports and maintenance of files for Reference and Instructional Services.
12. Provides support for distance education and online course students, faculty and staff.
13. Acts as back-up to Reference Librarians during periods of high volume library use.
14. Performs Virtual Reference work.

### **C. Library Promotion**

1. Edits print and online publications for faculty, providing an overview of available library services in support of curriculum goals and objectives.
2. Serves as a liaison to academic departments, faculty and staff to build a collaborative working relationship.
3. Participates on library and campus committees including CTL.
4. Markets library services to students, faculty, staff, and the public through a variety of communication tools including targeted electronic mail, newsletters, press releases, website announcements, library group orientations, and individual presentations.
5. Generates and shares enthusiasm among library staff and the college community for the value of the library in achieving student success.

### **D. Collection Development**

1. Serves as collection development specialist for approximately 35,000 volumes.
2. Oversees the selection and maintenance of Reference sources.
3. Oversees the work in College Archives.



## Mott Community College Job Description

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4. Works collaboratively with Mott faculty to assess collection development needs in support of new curriculum.

### **Minimum Required Knowledge, Skills, and Abilities:**

1. Master's in Library Science degree or equivalent degree from an ALA accredited institution.
2. A minimum of three years public service and work group leader experience in an academic library. May be concurrent.
3. Experience and demonstrated proficiency at the intermediate level in MS Word, Excel, and PowerPoint.
4. Ability to perform personnel related responsibilities of work group leader such as training, scheduling, work guidance, mentoring and providing input to performance evaluation.
5. Knowledge and ability to effectively apply current library and information theory, principles, practices and developments in services and instructional methodology.
6. Knowledge of electronic information technologies, including online services, Internet search engines and applications, database searching, Windows operating system, and automated library systems.
7. Ability to serve library patrons from diverse cultural and educational backgrounds in a pleasant, considerate and thorough manner.
8. Exceptional communication skills, both written and verbal.
9. Demonstrated proficiency with PC applications.
10. Ability to maintain confidentiality of departmental and college information.
11. Enthusiastic commitment to public service; ability to work effectively in a collegial environment.
12. Ability to evaluate and assimilate new communication methods and changing student learning styles in a rapidly evolving, information driven environment.
13. Demonstrated ability to plan, coordinate, organize and evaluate library programs with a focus on information literacy.
14. Ability to work collaboratively in a fast-paced environment, identifying problems and offering creative solutions.

### **Accountability Standards for all Department Staff:**

Responsible for adherence to the following:

1. U.S. Code Title 17
2. PALnet Policies
3. State of Michigan Library Privacy Act
4. The USA Patriot Act
5. Acceptable Use Policies – MCC, Merit
6. MCCA Virtual Reference Collaborative Policies

### **Additional Preferred Qualifications:**

1. Experience in a union environment.
2. Familiar with SirsiDynix Symphony.
3. Familiar with Datatel.
4. Archives experience.
5. Experience with virtual reference.



## Mott Community College Job Description

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### **Unique Aspects of the Job:**

The position shares overall library responsibility with the Coordinator – Library Circulation & Technical Services in the absence of the Library Director. Occasional travel is required for workshops, seminars, training, consulting and/or advising, and visiting extension sites.

### **Physical Requirements:**

With or without accommodation, the employee in this position must be able to move about the entire library building and be in a position to manage employees and assist library patrons. The employee must be able to operate and constantly use a personal computer, communicate with others in person and via telephone, and must be able to stand, remain stationary and move actively for long periods of time. The employee must be able to climb or reach overhead and handle and move heavy volumes, fully loaded book trucks, and computer equipment.

The minimum reasoning skills necessary for this position include the ability to solve complex problems and deal with a variety of variables in situations where standardization does not exist. The person must be able to write and interpret reports and correspondence and be able to communicate effectively before large groups.

### **Hours/Schedule:**

Full time, 40 hours per week. The Public Services Coordinator regularly works a flexible schedule including evening and weekend call-in hours.



## Mott Community College Job Description

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### Signatures:

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Director – Library Services

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VP, Academic Affairs

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Employee Signature

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

*This section to be completed by a Human Resources representative*

**Employee Group & Grade:** Professional / Technical, Grade 10

**Affirmative Action Group:** 23 / Librarians

**Job Description Status:** Official

Reviewed by Human Resources:

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Initials

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Date