

**Columbia County Rural Library District**  
**P. O. Box 74**  
**Dayton, WA 99328**  
**(509) 382-4131**

- POSITION TITLE:**           **Public Services Coordinator**
- SALARY//HOURS:**       Full time, hourly pay according to the CCRLD salary step scale and benefits.
- ORGANIZATIONAL INFORMATION:**   Position located at the Columbia County Rural Library District with library (Dayton Memorial Library) in Dayton, Washington.
- REPORTS TO:**           Columbia County Rural Library District Library Director
- WORKS WITH:**           Maintains a working relationship with total of 4 other staff members of the Columbia County Rural Library District and occasional contract employees.
- DIRECT CUSTOMERS:**   Library Board of Trustees, CCRLD Director and staff, and general public.
- INDIRECT CUSTOMERS:** Area libraries, government officials, community organizations, businesses.

**POSITION DESCRIPTION SUMMARY:**

This position reports to the Columbia County Rural Library District Director and is responsible for assisting the library Director with the administration, planning, and operation of the Columbia County Rural Library District in a manner consistent with the Library District's mission, vision, and values.

Customer service is the first responsibility, with instruction of all public service staff and supervision the main focus. Provide courteous, competent and confidential service to all customers and coworkers.

**GENERAL RESPONSIBILITIES:**

Responsibilities listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

- Work closely with the Library Director and Board of Trustees to achieve the library's public service goals.

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- Assist Director with financial actions and reports, data entry, monthly and quarterly reporting to State library, and record/file keeping.
- Assist Director with Human Resource management to include advertising, interviewing, hiring, training, supervising, and evaluating all public service staff according to library policies and procedures, as determined by need. Produce and implement the monthly schedule for all public service staff (circulation, reference and shelving staff). Keep timely and detailed employee records.
- Have full knowledge and understanding of the library's policies and procedures and uphold the policies at all times. Supervise that all library policies and procedures are followed by CIRC/ref/shelving staff.
- Responsible for keeping all public areas and building in a state of working order. Tasks may include: straightening shelves & chairs, light housekeeping as needed, building systems maintained. Reporting any problem areas to the Director and take action to resolve problem areas.
- Building Security: Have full operating knowledge of door/security systems, being the point of contact for door lock scheduling, concerns, and/or maintenance.
- Vertical Lift: Have full operating knowledge of vertical lift, and assist with management of the system.
- Delany Building: Serve as the Delany Building Coordinator, being a point of contact for scheduling, final approval of reservations or to assist with other matters.
- Circulation Desk: Perform the full range of circulation (“CIRC”) desk duties. CIRC duties include checking library materials in & out; empty book drops; sort incoming mail; check in new issues of magazines, newspapers and other periodicals; sort and re-shelve materials as time allows (particularly dvds, new books, and music); collect daily circulation statistics; maintain public copy machine and assist patrons with its use; answer the phone and direct the calls to the appropriate person; maintain a state of order at the desk and in public areas of the library; assist with the documentation and updating of circulation procedures, and accept other duties as assigned.
- Reference duties: Perform a full range of reference duties, including--Assist patrons in locating information and materials; determine need for ILL requests; keep current with reference tools including all of the resources available from the library's website; call other libraries, resources or referrals directly on behalf of patrons; teach the use of library resources, and accept other duties as assigned.
- Resources: Can operate or demonstrate the use of library's technology, including the website, databases, calendars, meeting room equipment, copiers and more. Has

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general knowledge of popularly used devices and technologies such as audio and eReaders, databases, iphones; in order to assist patrons with technology questions.

- Public Patrons: Handle any past due accounts, incident report files, the problem patron files, and the corresponding. Handle all problems with patrons and circulation materials in a timely manner.
- Acquisitions: Oversee the selection of new materials and that budget is being followed.
- Marketing: Oversee that marketing is productive and meets the mission, vision, and values of CCRLD. Oversee social media, website and any form of public communications.
- Other duties as assigned by the Library Director.

**QUALIFICATIONS**

Previous supervisory experience is strongly preferred. Bachelor's degree preferred. Experience serving diverse populations with a high level of customer service. Strong written, verbal, interpersonal, and time-management skills. Willing and able to learn library specific software. Advanced skills in the use of Microsoft Office applications, and the ability to quickly learn new technologies and software. Able to lift, shelve, and retrieve library materials and push loaded book carts up to 40 lbs.

**TO APPLY**

To apply for this position, please submit your resume, cover letter, and three references to:

Columbia County Rural Library District  
Attn: **Todd Vandembark** , Library Director  
111 S. 3rd St.  
Dayton, WA 99328  
Email: [director@daytonml.org](mailto:director@daytonml.org)  
Fax: (509) 382-1059  
Phone: (509) 382-3169

Applications submitted before Friday, April 2, 2021, will receive priority consideration.