

**James V. Brown Library
Position Description**

Job Title: Public Service Coordinator	Department: Public Service
Classification: Library Assistant II	Reports To: Assistant Director
FLSA Status: Non-exempt	Date Approved: August 2026

Summary: The Public Service Coordinator is a team leader for the Public Service department, and serves on the front line of customer service. This position is responsible for serving our patrons at the Help Desk and at the Youth Services Desk at the James V. Brown Library. The Public Service Coordinator must be a patient, positive, and detail-oriented individual dedicated to providing exceptional customer service to our patrons and coworkers.

Supervises: N/A

Essential Duties and Responsibilities: The following list is representative of the typical duties and responsibilities performed. The employee's actual duties and responsibilities may vary slightly depending on department needs and individual assignments.

- Serve as the first line of response for patron complaints, service disruptions, or immediate desk conflicts before escalating severe matters to the Assistant Director.
- Model and coach staff on calm, professional de-escalation techniques during high-stress customer service or team interactions.
- Partner with the Assistant Director to set agendas and co-lead departmental meetings, ensuring leadership vision and frontline experience are both represented.
- Participate in dedicated check-ins with the Assistant Director to share team pulse, emerging operational trends, and staff feedback.
- Monitor off-desk hours and project tasks to ensure team members complete administrative assignments alongside desk duties.
- Continuously observe desk operations, peak traffic times, and bottlenecks, making recommendations to the Assistant Director for streamlined workflows.
- Identify ongoing skill gaps across the team and coordinate mini refresher sessions or individual coaching during scheduled training time.
- Lead the practical onboarding and desk shadowing for new Public Service staff, ensuring consistent training on library policies, ILS procedures, and customer service standards.
- Maintain advanced knowledge of the integrated library system (ILS).
- Maintain current and advanced knowledge of Public Service procedures and library policies
- Maintain advanced knowledge of the Library's website, staff pages, and calendar so that patrons' requests can be answered quickly and accurately. Stay informed of and promote library activities, programs, and services.
- Be aware of and promote the fundraising activities of the Library, including but not limited to Own-a-Day, Annual Fund, Summer Reading Solicitation and others.
- Maintain advanced knowledge of and be able to recommend to patrons all services of the library including online databases.

- Register patrons for library programs using the library's online calendar.
- Understand e-materials use and provide patrons information about using e-material resources.
- Provide routine assistance and troubleshooting in the patron computer area.
- Maintain all publicly-visible areas in the library, keeping them neat and organized.

In addition to standard duties, the Public Service Coordinator will provide peer leadership and administrative support for the Public Service Team. This includes:

- Serve as a team lead for the Public Service department to foster an equitable, positive, and growth-oriented work environment.
- Schedule library staff for shifts at in-house service desks using scheduling software.
- Schedule Public Service team for desk shifts, off-desk project hours, training time, individual meetings, and team meetings using scheduling software.
- Collaborate with the supervisor to adjust, revise, and implement procedural changes in Public Service.
- Proactively identify and communicate areas for improvement in Public Service to the supervisor.

The Public Service Coordinator will also be assigned specific areas of professional responsibility based on the needs of the Public Service department.

Education Required: Must possess a high school diploma or equivalent.

Experience and Qualifications: Must be able to demonstrate proficient organizational and expressive customer service skills. Proficient computer skills are also a must, including but not limited to GoogleWorkspace. Retail experience, point-of-sale computer use, and/or library experience are a plus.

Working Conditions and Physical Demands:

The physical demands described below are representative of those that must be met in order to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties and responsibilities of this position, the employee is regularly required to speak and hear at a conversational level, use hands to handle objects, stand or sit for long periods of time, lift and/or move up to 10 pounds, reach, stoop, kneel or crouch. The employee is frequently required to lift up to 50 pounds.