



Job Title: Public Services Coordinator **Reports to:** Assistant Director of Library Services

Position Description: The Public Services Coordinator oversees the Public Services staff who serve as a welcoming first impression for the Library. As an ambassador for the Library, this individual will ensure efficient, friendly, and consistent service as patrons visit and utilize the Library. The Coordinator will be knowledgeable and up to date about library services, programs, events, policies, and procedures. This role requires balancing multiple responsibilities in a fast-paced and forward-thinking environment with an emphasis on providing calm, positive, and exemplary customer service. The ideal employee will be a warm, engaged supervisor with a collaborative, flexible, and enthusiastic disposition, and must possess exceptional customer service skills and a commitment to professionalism.

Responsibilities include, but are not limited to:

- Establishing and maintaining patron relations by ensuring visitors receive the highest standard of equitable, friendly, efficient, and consistent service
- Acting as a liaison between patrons, staff, and other library departments
- Training staff in all aspects of hospitality; supervising, and supporting their work as frontline workers who cultivate positive patron experiences and interactions
- Providing coaching, performance management, and opportunities for employee development
- Training staff to assist patrons with systems used by Public Services staff, including basic computer use, photocopier/printer, and other Library equipment
- Oversee shelving accuracy and "weeding" processes to keep the collection relevant and accessible
- Manage the collection of fees and oversee the circulation budget
- Assist in coordinating library tours and passive programs to increase community engagement
- Following and applying all Library policies and procedures, communicating policies and procedures to staff, and ensuring they are followed by staff and patrons
- Creating and distributing a monthly staffing schedule, including making arrangements for adequate staffing in the case of anticipated and unanticipated absences
- Recommending public services policy and procedural changes when such changes would enhance Library services, benefit patrons, and improve employee working conditions
- Communicating the benefits of having a Library card, establishing new patron accounts, and

updating existing accounts

- Researching and resolving patron inquiries in person, on the phone, and via email
- Staying aware of security and environmental concerns, including interacting with law enforcement if necessary
- Supervising and assigning tasks to volunteers, as needed
- Other specific library-related duties as needed and assigned

Additional Information: Full-time position (40 hours weekly); requires some evening and weekend hours to meet departmental needs. Requires the ability to create and communicate schedule changes to staff outside of regular library hours; Must possess an ability to interact pleasantly and effectively with a diverse group of patrons and staff; requires the ability to adapt to a dynamic, busy, and occasionally stressful work environment; requires the ability to sit or stand for lengthy periods; ability to push, pull, and otherwise move books, supplies, and equipment by hand and by cart. Requires a successful background check.

Qualifications (Education, Skills, Training): Diploma, GED or greater; demonstrated knowledge of library services; at least 2 years in a supervisory role managing teams of 8 or more; customer service experience; high comfort level with Google Suite computer applications, and knowledge of computer hardware and software is expected. Must be resourceful and self-motivated, proactive and skilled at anticipating organizational needs, and adept at active listening. Must have exceptional verbal and written communication skills. Ability and willingness to complete the Kentucky State Library Certification standards. Requires possession of a valid driver's license or ID and personal means of transportation to fulfill job responsibilities.

Benefits and Compensation: Salary: \$24.64 per hour. Benefits include Health insurance; Personal and Holiday Leave, term Life insurance and Long Term Disability coverage. After one year of employment, eligible for matching TIAA-CREF retirement plan. Optional coverage (at employee expense) includes Dental, Vision, Accident/Critical Illness; Supplemental Retirement (unmatched); Flexible Spending account for unreimbursed medical expenses.

How to Apply: Position is open until filled. Please email resume, cover letter, and three references to jobs@boylepublib.org by end of business on Friday, May 8, 2026. Please enter "Public Services Coordinator" in the subject line.

The Boyle County Public Library is an equal-opportunity employer and is committed to creating an inclusive environment for all employees.