



Public Services Coordinator

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training.

Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. www.hplct.org.

The Public Services Coordinator is responsible for taking HPL's resources and customer service to the next level by administering, planning, directing, and evaluating public service systems and facilities to meet present and future library service's needs. This position works closely with the Director of Public Services to blend leading edge library services with User Experience design approaches and develops and models and excellent customer service standards and practice; works closely with Coordinator of Branch Services to ensure consistent customer service across the system.

Responsibilities include:

- Performs and oversees day-to-day communication with public via various platforms (email, chat, and phone) to address their immediate needs. Trains and supports staff on these platforms, and develops procedures and best practices
- Develops best practices and procedures at customer service points (circulation and reference)
- Develops new or improved flexible and comfortable spaces for emerging community wants/needs, ensuring safe and inviting areas filled with relevant resources
- Continually assesses, makes recommendations, and seek ways to improve access, reduce barriers, and make experiences simple, consistent and satisfying using principles of user-centered design
- Assists with public service including reference and research help, readers' advisory, circulation and customer support. Including, but not limited to, collections, room reservations, circulation, renewals, creation and editing of customer records and providing technical training to customers as needed
- Collaborates with other departments on the development and implementation of new services and programs to meet the changing needs of the community
- Engages customers and deals with customer issues, with a focus on listening to and supporting their needs, anticipating and delivering high quality services, ensuring their satisfaction and connecting them to the collection and library services
- Assists with preparation, implementation, and evaluation of grants
- Provides reference and reader's advisory work, database management and staff training to include selection and organization of material to help connect customers with resources
- Responsible for addressing any system wide in-depth reference queries
- Maintains accurate information about services on the HPL website and other associated outlets
- Prepares statistical reports as needed
- Prepares and submits accurate employee work schedules
- Provides consistent staff supervision to include work assignments, selection and discipline
- Monitoring of public service floor and service levels
- Acts as Manager in Charge (MIC) when needed
- Mentors and coaches public service professional staff across the system to ensure excellent customer service and user experience
- Assists in the planning, development, and implementation of workshops, seminars, and other training programs to promote staff growth and development

- Interprets and provides instruction on library policies and procedures to public service staff
- Works with Manager of Technical Services on collection development to include weeding and making recommendations for the collection based on the needs of the community and library to ensure it is current, diverse and relevant and aligned with library objectives, policies and budget
- Creates physical and on-line displays of materials to promote collection use
- All other duties as assigned

Required:

- Master's in Library Science or Master's in Library and Information Science from an ALA accredited institution required
- At least three years' experience working in public libraries
- At least one-year supervisory experience in public libraries
- Ability to meet a flexible work schedule, including evenings and weekends.
- Access to reliable transportation required
- Ability to work independently
- Ability to work in a fast-paced environment and juggle multiple priorities
- Ability to think quickly, assess a situation and make a sound decision
- Detail oriented, well organized and self-motivated
- Must be customer service oriented, have great attention to detail and work to meet deadlines
- Participates in the overall administration of Hartford Public Library through committee or task force assignments
- Participates in community activities and maintains contacts with professional organizations in order to better provide services to meet the objectives of the library
- Thorough knowledge of the principles, practices and techniques of modern library operation and administration

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Public Services Coordinator** in the subject line of your email.

Salary Range: \$59,079.02 - \$65,830.96 DOE

Hartford Public Library is an Equal Opportunity Employer.