

TITLE: Public Services Coordinator - Youth

Reports to: Youth Services Manager

FSLA: Non-exempt (hourly)

Hours: 40 hours per week

**JOB SUMMARY:** Responsible for assisting with the oversight of the Children's area. Help children's patrons with information needs and locating materials. Work with other team members to ensure accurate and prompt service to Hays Public Library patrons. Reports to the Youth Services Manager.

**A. PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Plans and facilitates youth programming, including the supply list and schedule.
2. Help to ensure that the library is a welcoming and safe space for all patrons, including children.
3. Assists Outreach Librarian with school events as needed and able.
4. Assists with the online event calendars and coordinates with Communications Coordinator, writing event descriptions and creating artwork when needed.
5. Assists with leading team for library-wide events.
6. Tracks programming statistics for reports.
7. Performs patron service duties including answering phones and assisting in locating and borrowing materials, as needed.
8. Maintains a cohesive structure for service in the space, including behavior agreements.
9. Performs collection maintenance duties such as shelving materials or weeding, as needed.
10. Understands and operates the automated circulation system.

**ADDITIONAL DUTIES:**

1. Contributes to the achievement of the goals and mission of the library.
2. Attends workshops or trainings as needed.
3. Attends and participates in HPL staff and committee meetings as appropriate.
4. Keeps statistics and prepares reports or presentations as needed.
5. Assists patrons with basic computer functions.
6. Performs other duties as assigned by the Youth Services Manager or the Director.

**EDUCATION AND EXPERIENCE:** High school diploma or equivalent required, bachelor's degree preferred. Customer service experience required.

**SKILLS:** Must be able to:

1. Establish and maintain effective and courteous working relations with library patrons and staff.
2. Excellent organizational skills and attention to detail.
3. Ability to work independently, prioritize work and manage time.
4. Ability to problem solve and effectively resolve conflicts.
5. Basic computer skills including knowledge of MS office software and design software such as Publisher or Canva.

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