

## **LIBRARY ENGAGEMENT COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The works involves engagement with Library staff and visitors to promote a professional, friendly, and welcoming atmosphere by greeting visitors, assisting with customer needs, emphasizing the Library Code of Conduct, and taking appropriate action per library policy and protocol whenever the Code of Conduct policy is not followed. Duties are performed under the general supervision of the Library Director. Performs related work as required.

**TYPICAL WORK ACTIVITIES: (ILLUSTRATIVE ONLY)**

- Greeting and engaging with all visitors to the library with particular emphasis on the code of conduct of the library;
- Engaging with customers to determine customer needs and connecting customers to appropriate staff;
- Make appropriate referrals to local social service agencies for those customers in need of services;
- Assist staff with de-escalation practices for unruly customers and remind customers of the library's Code of Conduct Policy;
- Assist the Library Director when a customer must be barred from the library for failing to adhere to the Code of Conduct Policy;
- Monitors the interior and exterior of the library to ensure a clean environment;
- Assists the Library Director by arranging for repairs and cleaning that may be required;
- Reports to the Library Director on customer behavior.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Working knowledge of library services; ability to work as team member; good knowledge of library rules and regulations; working knowledge of local social service agencies services; ability to maintain order with a library setting; good moral character; tact and courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

(A) An Associate's Degree from a regionally accredited or New York State registered college and three years of paid experience in a social services agency or in an agency that provides conflict resolution or de-escalation services;

**OR** (B) Graduation from high school or possession of a high school equivalency diploma and five years of experience stated above.

Established 7/15/2025 PO  
Competitive Class