Public Services Coordinator

The Research Services Department provides research support to The Ohio State University community on topics and activities relevant to all aspects of the research life-cycle. Reporting to the Research Commons Manager, the Public Services Coordinator is instrumental in liaising with the Research Commons partners for coordination of research support services for graduate students, postdocs, and faculty, for both in-person and digital resources. The Public Services Coordinator works with Libraries Communications department, Application, Development, and Operations, and other key departments within the University Libraries as part of developing programs and outreach and engagement strategies. Works closely with the Research Commons IT Specialist in scheduling technology demonstrations, specialized technology support, and troubleshooting. Responsible for:

Program Coordination, Partner Relations, and Information Services
Serve as the primary point of contact and liaison for faculty and staff members of the Research Services department and partners elsewhere in the University Libraries and across campus: duties include planning and scheduling programs, workshops, and consultations offered through the Research Commons and regularly communicating with partners. Serve as the Research Commons first-line respondent to answer questions and handle complex referrals on services or other research-related topics for faculty, staff, and students for both in-person and virtual interactions. Supervise the Research Commons student staff, including hiring, training, and evaluating student workers and managing the student employee budget. Work with University Libraries Communications department to strategically develop and implement outreach and communications plans, including coordinating content and activities related to the Research Commons social media accounts, mailing lists, blog, and other appropriate print/digital media in compliance with the University and Libraries social media policy. Assist the Research Commons Program Manager in establishing and implementing program policies and assessment strategies and in preparing program reports for dissemination.

Research Commons Service Point
Coordinate the Research Commons service point schedule, manage day-to-day activities of student staff, and assign and oversee student projects. Develop, implement, and assess processes and resources designed to improve user-oriented services delivered by the Research Commons staff to enrich the user experience. Manage administrative needs of the unit including, but not limited to: equipment procurement, supplies, facility requests, IT support requests, travel arrangements, and event expenditures. Coordinate with other reference service points in the building or other library locations to ensure continuity of service across the University Libraries. Staff the Research Commons physical and virtual service points as needed.
Event Logistics
Provide logistical support for users' room reservation and space rental requests, as well as space requests from the Research Services department and partners in the University Libraries and across campus. Coordinate room assignments, room/catering setup, technology needs, and other administrative needs for Research Commons programming and Research Services special events.

Consistently demonstrates commitment to our values and promotes an organizational culture of Discovery, Connection, Equity, Integrity, and Stewardship (https://library.osu.edu/strategic-directions) as well as dedication to advance the work of the Research and Education unit. All other duties as assigned.

**Required Qualifications:**
Bachelor's degree or equivalent combination of education and/or experience. Experience providing internal and/or external customer service or support. Demonstrated ability to work creatively both independently and collaboratively with diverse groups. Excellent organizational, analytical, and problem-solving skills. Proven success in independently prioritizing work, analyzing information, and managing competing deadlines. Excellent written and oral communication skills. Understanding of research processes used in a range of disciplines, especially humanities and social sciences.

**Desired Qualifications:**
Demonstrated ability in organizing and overseeing students and/or volunteers. Background in an academic or research library environment. Experience in creating promotional and educational materials. Experience marketing services via social media outlets and in print. Web design software experience.

**Pay Range:**
$53,000 to $58,000 annually

**Application**
Please submit resume, cover letter, and online application at https://osu.wd1.myworkdayjobs.com/OSUCareers/job/Columbus-Campus/Public-Services-Coordinator_R27782-1 by September 26, 2021.

*The Ohio State University is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation or identity, national origin, disability status, or protected veteran status. The Ohio State University is a member of the Association of College and Research Libraries (ACRL) Diversity Alliance.*