

Section: Employee Job Descriptions

Lib-07-003

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Title: Library Services Coordinator

Library Services Coordinator Job Description

Reports To: Library Manager

Purpose: Under the direction of the Manager, the Library Services Coordinator coordinates the daily workflow of the service point and supervises circulation and materials handling staff. The Library Services Coordinator is responsible for long-range scheduling; staff training for circulation, membership, and paging functions; collection maintenance; and responding to and resolving customer inquiries.

As a member of the leadership team, the Library Services Coordinator contributes to the planning and evaluation of services. This position assumes responsibility for overall operations in the absence of the Manager. The Library Services Coordinator also delivers front-line customer service and contributes to program scheduling and delivery.

Duties, Responsibilities, and Authorities:

1. **Coordinate the daily workflow of the service point by:**
 - a. Overseeing the workflow of the library including circulation and membership services, materials handling, and promotion and maintenance of the collections.
 - b. Analyzing and adjusting workflow to meet changing activity levels and demands (e.g., equipment malfunctions), emerging needs, and new system directions.
 - c. Preparing and monitoring staff schedules and assigning daily workloads to staff.
 - d. Resolving escalated customer service issues and complaints.
 - e. Providing guidance and direction to staff in interpreting and applying TML's policies and procedures.
 - f. Contributing to the evaluation of current services and procedures to identify and implement efficiencies.
 - g. Informing the Manager of operational issues and challenges, and providing statistics as required.
 - h. Implementing changes, new services, or procedures.
 - i. Providing services to customers including Discovery Services, interpreting and communicating policies and procedures, and resolving customer account issues.
2. **Supervise circulation and materials handling staff by:**
 - a. Participating in recruitment and selection of staff.
 - b. Training and orientating new and existing staff in collection maintenance, materials handling, customer service, circulation and membership services, and library procedures.
 - c. Fostering staff capacity in successfully resolving customer service issues.
 - d. Informing staff of new developments and initiatives.
3. **Supports the effective operation of the service point by:**
 - a. Overseeing and assuming responsibility for daily cash deposits. Ensuring staff training and compliance with cash handling procedures.
 - b. Compiling and approving supply orders and equipment maintenance.

- c. Coordinating room bookings for external customers.
- d. Liaising with ITS on issues related to information technology and telecommunications needs, including routine maintenance and repair of library equipment.
- e. Providing input into the planning and evaluation of library services.
- f. Performing other duties as assigned.

Know-How and Ability

Required:

1. **Education and Training:**

- a. Degree or diploma in a related field from a recognized post-secondary institution or other related training or experience at the discretion of the board.
- b. Satisfactory Vulnerable Sector Check from the Police Service required prior to hiring

2. **Experience/ Ability:**

- a. Three years of related experience in customer service, membership, and program delivery.
- b. Experience developing, implementing, and evaluating work procedures and operational workflow.
- c. Experience with computers and mobile devices, Microsoft Office, and social software applications.
- d. Efficiently manage time, workload, and shifting priorities.
- e. Strong team building capacity.
- f. Strong customer service orientation.
- g. Strong verbal and written communication, including interpersonal and conflict resolution skills.
- h. Effective judgment and problem solving.

Preferred:

1. **Experience/ Ability:**

- a. Supervisory experience.
- b. Experience with Library specific software applications (e.g., Integrated Library System – Polaris)
- c. Experience in a library environment.
- d. Experience scheduling staff.

Latest Revised Date: April 4, 2023