**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Library Services Coordinator (Trent University Durham)

**Job Number:** L-075

**NOC:** 5211

**Band:** 9

**Department:** Durham Campus Library

**Supervisor Title:** Durham Campus Librarian

**Effective Date:** March 31, 2015

**Job Purpose**

Under the supervision of the Trent University Durham Librarian, ensures the efficient daily operation of services at the Trent University Durham Library. Trains and/or coordinates the work of staff and student assistants. Provides general information services, including basic IT assistance and referral service. Maintains and monitors the circulation database, prepares student payroll info, troubleshoots the circulation module for system problems. Coordinates the receipt, distribution and return of materials acquired via document delivery. Ensures the efficient operation of library equipment and publicly-accessible photocopiers and printers on the Trent University Durham campus.

**Key Activities**

*General Coordination Duties;*

1. Oversees smooth running of the Trent University Durham Library by ensuring adequate staff coverage, and by responding to patron enquiries.
2. Ensures the communication of Trent University Durham Library hours and policies. Prepares and updates any local forms used in the Trent University Durham Library.
3. Updates relevant Trent University Durham Library information on the Trent University Library website.
4. Trains and/or coordinates the work of all regular and contract staff in the Trent University Durham Library. Assists with hiring and appraisals.
5. Deals with problems or conflicts encountered by staff. Resolves minor problems with staff. Acts as back-up supervisor. Trains and coordinates the work of library services assistants.
6. Assists the Trent University Durham Librarian in ensuring that the Trent University Durham Library’s services are consistent with Trent University’s customer service policy, and are AODA compliant.
7. Prepares all employment registration paperwork necessary for hiring student library assistants and forwards it to Payroll. Prepares and authorizes timesheets. Notifies the Library Finance and Administration Manager of all Library Work Study students hired.
8. Responsible for general library security, including lock-up at closing. Performs emergency closures when necessary.
9. Responsible for responding to integrated library system failures. Determines the seriousness of situation and contacts proper authorities when necessary.
10. Keeps statistics and prepares statistical reports as required. Submits information for reporting to OCUL. Requests reports from Library Systems Office as necessary.
11. Develops and maintains communication and current awareness of Trent University Durham Library issues as a whole through communication with the Trent University community, including the Principal and staff of Trent University Durham, librarians and staff at the Durham site, faculty and students in the Durham program, and Bata Library staff, and the UOIT library staff. Follows-up on previously reported problems and inquiries about changes to library services.
12. Monitors and orders office and photocopier supplies, as required.
13. Maintains and updates local Trent University Durham Library policies as required.
14. Ensures the efficient operation of Library equipment and of publicly-accessible photocopiers and printers on the Trent University Durham campus. Initiates service requests, as required.
15. Maintains the point-of-sale (POS) system and prepares reports as required.
16. Participates in Trent University system-wide initiatives and projects, as required.

*Access, Collections and Service Duties;*

1. Responsible for the efficient operation of lending and document delivery services during all opening hours, including evenings and weekends. Ensures proper work flow, monitors staff, directs student assistants and assigns extra duties as required. Communicates Library policy to all patrons.
2. Provides library information service, as well as basic IT troubleshooting and referral service, to patrons. Provides general information regarding other Library and University departments.
3. Monitors on-site access to Library databases and electronic resources. Troubleshoots problems, and reports problems to Trent IT Services or to Library Systems, as appropriate.
4. Attends the library service desk as needed.
5. Coordinates Trent University Durham Library acquisitions and cataloguing requests and/or changes with the Client Support and Technical Services unit.
6. Coordinates document delivery service and troubleshoots problems with the Client Support and Technical Services unit.
7. Enters and updates External Borrower registrations; checks for existing or duplicate records; ensures appropriate identification, documentation and fees. Registers and renews accounts for Community, Alumni, Reciprocal, UOIT Students registered in Trent courses, and other External Borrowers.
8. Manages the holds and recall operation and monitors fines and overdue charges. Communicates Trent University Library borrowers’ policies and regulations to patrons.
9. Advises Trent University Durham Librarian on possible changes and improvements to services. May propose/draft policy or procedure changes, in consultation with the Trent University Durham Librarian.
10. Withdraws damaged books for repair. Organizes book inventories and decides when to declare an item missing.
11. Creates guides and information bulletins, in print and on web pages, for instructors and students in the Oshawa program, as required.
12. Maintains the physical collection of the Trent University Durham Library. This includes organizing the transfer of items between campuses, allocating the acquisitions budget, bibliographic searching, ordering items, and maintaining the Reserve collection (print and electronic). Involves physical movement of books, heavy lifting, pushing heavy carts.
13. Performs other related duties upon request.

**Education**

General University Degree (3 year) required. Additionally, College Diploma in Library and Information Technology (2 year) preferred.

**Experience Required**

* Five (5) years of overall library experience, with a minimum of 2 years’ experience in providing reference information service, preferably in an academic library setting.
* Demonstrated organizational skills and the ability to work under pressure and with minimal supervision.
* Excellent written and oral communication skills.
* Ability to work co-operatively with other staff and to function as part of a team.
* Ability to train and supervise student assistants.
* Proficiency in the use of computer applications, such as Novell networking, the World Wide Web, intermediate level word processing (MS Word), spreadsheets (MS Excel) and database applications; general computer hardware knowledge required.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Ability to climb stairs, and lift and carry up to 40 pounds.
* Must be able to work evenings and weekends as required.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

Student Employees

Indirect Responsibility

Lead Hand to: Library & Information Services Associate

Copyright Coordinator/Library Services Associate