Job Description

Job Title:	Collections Maintenance Project Coordinator
Department:	Library
Reports To:	Manager, Circulation Services: Collections Maintenance
Jobs Reporting:	Library Clerk: Collections Maintenance Co-ordinator Assistant Library Clerk: Collections
Salary Grade:	USG 7
Effective Date:	September 2022

Primary Purpose

The Collections Maintenance Project Coordinator is responsible for coordinating and supervising collections maintenance projects at the Porter and Davis libraries; for ensuring that physical collections at the Dana Porter Library are for ease of patron use; and for providing outstanding client service at the service desk, with both internal clients of the University community and with clients external to the University.

Key Accountabilities

Participates in the planning, and then supervises special projects at the Porter and Davis libraries, such as large shifts and reorganization of the collections

- Coordinates the transfer and withdrawal of collections from the Porter and Davis libraries
  - Provides leadership and direction to designated staff to ensure accurate and efficient transfer and withdrawal of materials, which is often accomplished by keeping several projects moving at once
  - Hires, trains, schedules, and supervises staff to successfully implement projects accurately and within budget
  - Provides training and support to collections staff at Musagetes Library
  - Consults with staff in the Annex to resolve problems
  - Consults with many other areas of the Library, such as the Cataloguing department to ensure that records are updated on-line, and with Library Technology & Facilities Services to ensure that that materials for transfer are shipped
  - Coordinates the shipping of withdrawn materials to an outside agency
- Maintains contact with other library and campus departments, and with external contacts as appropriate, to successfully implement projects

Coordinates daily work and supervises staff in Collections Maintenance for Dana Porter Library

- Supports collections maintenance activities through daily problem-solving, analysis, development, and implementation of procedures, and by proactively sharing knowledge so that all collection maintenance team members can incorporate new information and techniques into their initiatives
- Deploys permanent and student staff to meet collection maintenance goals and objectives most productively, including:
  - Providing support and direction on daily tasks such as small shifts of the collections
  - Overseeing the hiring, scheduling, and supervising of student collections maintenance staff
  - Participating in the hiring, support and supervision of contract or co-op student staff, as needed
- Projects an annual budget for the hiring of student staff, and monitors activity to ensure it remains within the approved budget amount

- Assesses problems with bibliographic records and liaises with Cataloguing staff as needed to arrive at solutions
- Works with Porter Information Services & Resources staff to resolve maintenance issues
- Utilizes reporting software to identify and resolve problems, to identify and incorporate process improvement initiatives, and to track the process of materials selected for transfer and withdraw
- Provides support to collection maintenance staff responsible for running routine collections reports
- Ensures that statistics are collected and presented as appropriate
- Coaches, trains, and develops employees to assure growth and development of those individuals
- Conducts regular performance reviews with direct reports, and ensures adherence to annual Performance Planning process
- Makes decisions on the hiring of his/her direct reports, in consultation with the manager

Provides outstanding client service at the circulation desk, with all library, campus and non-campus community members throughout the workday:

- Consistently practices a wide variety of client service skills, such as: patience; attentiveness; positive language; willingness to learn; and willingness to problem-solve on behalf of library patrons
- Embraces a collegial and collaborative outlook
- Contributes to continuous improvement in the department by identifying and bringing forward issues, and by participating in working groups and committees
- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan
- Shares in the provision of circulation desk services
    - Typically works one 2-hour shift per week at the circulation desk
    - Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

Responsible for sharing in the provision of support for Collections technology, along with other collections maintenance experts.

- Investigating and testing of changes to all Collections Maintenance-related end-user software
- Development and delivery of training on the changes to the software

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree equivalent combination of education and/or experience will be considered

Experience

- Supervising experience with proven strong mentoring ability
- Experience in library operations, particularly knowledge of circulation systems is an asset

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail.
- Proven ability to manage very detail-oriented processes requiring an exceptional degree of accuracy
- Demonstrated analytical and problem-solving skills
- Proven self-starter with demonstrated commitment to process improvement
- Well-developed organizational skills with proven ability to prioritize tasks

- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Demonstrated ability to lift and carry moderately heavy library materials regularly
- MS Office skills
    - Intermediate MS Word skills
    - Intermediate MS Excel skills

Nature and Scope

- **Contacts:** Internally, communicates with staff in the library to present/describe information and to obtain action on issues
- **Level of Responsibility:** Accountable for ensuring staff perform specialized work with a high degree of accuracy, and for providing direction and support for Collection Maintenance processes.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the process that is being conducted. Investigates issues, providing information and explanation to those involved and makes adjustments/corrections as necessary. Works with minimal supervision and has direct reports. Works with manager and others to solve more complex problems.
- **Physical and Sensory Demands**: Minimal demands typical of a supervisory position operating within an office environment. Moderate lifting and carrying of library materials is required. Evening or weekend work may be required to cover an absence. Travel within a 30 km radius will be required on occasion, to visit off-site storage facilities.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position with responsibility for a time-sensitive activity.