Job Description

Job Title:	Resource Sharing Coordinator
Department:	Library
Reports To:	Manager, Circulation Services: Resource Sharing & Reserves
Jobs Reporting:	Resource Sharing Clerk (3 positions) Library Assistant, Resource Sharing Resource Sharing Associate (Borrowing)
Salary Grade:	USG 7
Effective Date:	December 2022

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Resource Sharing Coordinator reports to the Manager, Circulation Services: Resource Sharing and Reserves and manages the daily operations of the Resource Sharing services of the Library, supervising a team of five staff. The Coordinator oversees the lending and borrowing activities of interlibrary loan materials around the globe. The Coordinator ensures departmental policies and practices are current and evolving to meet resource sharing best practices. Building strong relationships and leading resource sharing initiatives will be needed across campus and within the OCUL library consortia.

Key Accountabilities

Coordinates Resource Sharing (RS) activities

- Solves Resource Sharing (RS) problems through analysis, development, and implementation of changes to procedures
- Ensures that all requests are received and processed in a timely manner to ensure that UW Library remains in good standing
- Oversees maintenance of documentation related to RS procedures and policies, and trains staff from across campus in RS processes
- Collaborates and leads on process changes and training with team and campus partners
- Liaises with Library Finance Officer and Finance about invoicing
- Stays current with copyright policies and practices related to lending activities and RS landscape by attending relevant meetings, webinars, and conferences
- Supports borrowing and lending activity for teams when workload is high or staff are absent

Staff management

- Develops annual unit goals and objectives in line with the Library's and Circulation department's strategic initiatives, with input from manager
- Hires, coaches, trains, and develops employees to assure growth and development, with input from manager

- Conducts regular performance reviews with direct reports
- Coordinates with department schedulers to ensure that service points are adequately staffed during absences while maintaining RS service standards

Resource Sharing-related software

- Maintains expertise in the variety of systems needed for Resource Sharing activities
- Works closely with the manager and unit systems expert to ensure that changes to end-user software are fully investigated and tested
- Ensures RS staff have the resources and training to adapt to emerging technologies and software changes.

Client service

- Provides outstanding service at virtual and in-person service points 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 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 services, working 3 hours/week at a service point and provides coverage for evening or weekend supervisors

**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 or equivalent in education/experience.

Experience

- Experience supervising permanent staff with proven strong mentoring ability and a track record of fostering collegial teamwork
- Experience in library operations, particularly knowledge of circulation and/or Resource Sharing systems is preferred
- Experience providing front line customer service

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills
- Proven ability to take initiative
- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Demonstrated analytical and problem-solving skills
- Proven ability to manage and prioritize tasks
-

Nature and Scope

- **Contacts:** Communicates with University of Waterloo Library staff and affiliated locations as a support/resource person, for retrieval of material, and as a trainer. Externally, communicates with Resource Sharing partners across North America and globally.
- **Level of Responsibility:** Accountable for ensuring that staff are performing specialized work. Works with minimal supervision and has direct reports. Acts as the escalation point for all direct reports.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with manager and others to solve larger problems.
- **Physical and Sensory Demands**: Minimal demands typical of a supervisory position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position with responsibility for a time-sensitive activity. Moderate lifting and carrying of library materials is required. Suitable for a hybrid work model.