Job Description

Job Title: Library Coordinator
Salary Band: Band 2
Working Hours: Full Time – 37 hours per week

Overall purpose/accountabilities:
Support and coordinate the day-to-day running of the Library and of the Library Assistant team to ensure the delivery of high quality and fit for purpose library services to our learning, teaching, and research community in accordance with customer needs, institutional quality principles and values.

Reporting lines:
This job reports to the Librarian.

Staff reporting to this job:
This job has no direct line management responsibility but is responsible for supervising Library Assistant(s).

Main duties:
Effectively organise counter services, housekeeping routines, administrative and financial procedures including reservations, library system transactions, re-shelving of library materials, and timetabling of staff.

Take responsibility for the day to day supervision and development of the Library Assistants, including setting priorities and motivating team members.

Ensure the efficient delivery of support to the growing diversity of learners and assist all users in their effective use of library services. This will include support in the use of IT, electronic resources, services and systems.

Effectively supervise the maintenance of the physical collections, and assist in collection development and management activities.

Assist in the management of the physical environment including the effective operation of all equipment and associated reporting procedures.

Assist the Librarian in the design and delivery of face-to-face and online library inductions and information skills training to students.
Maintain statistical records and regularly update policies and procedures manuals related to desk procedures and ensure their implementation.

Participate in the use of online communication tools, including the use of social media, to effectively communicate with our users and actively promote the Library services.

Assist the Librarian in accurately cataloguing new acquisitions on the Library’s automated system (Talis Alto) in accordance with RDA/AACR2 standards and using the MARC21 format.

Assist the Librarian in the identification, purchasing and acquisition of a range of library materials and resources that meet the needs of users.

Engage and collaborate with customers, University of Sunderland Library Services and with other colleagues across the institution, to resolve issues as appropriate, share best practice, information and learning, and aid both personal and service development as appropriate.

Deputise for the Librarian when required.

Identify and participate in continuous professional development as appropriate.

Commit to promoting and incorporating our corporate values throughout all streams of service delivery.

Commit to and appreciate the importance and effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

This role requires flexible approach to work to ensure the Library staffed opening hours from 8:30am to 7pm are covered. Annual leave may be restricted at certain times of the year in accordance with business needs.
## Person Specification

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<tr>
<th>Essential Qualifications</th>
<th>Experience</th>
<th>Skills &amp; Attributes</th>
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<tbody>
<tr>
<td>Educated to a degree level or equivalent</td>
<td>Proven experience of coordinating the provision of library support within an FE/HE environment delivering excellent customer service to a wide variety of customers.</td>
<td>Proven ability to deliver learner-focused support and quality service by means of differentiation and to develop front-line services accordingly including setting up and updating procedures.</td>
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<td>Proven experience of supervising a team.</td>
<td>Excellent interpersonal skills with the ability to lead and motivate a team and to work effectively with internal and external stakeholders.</td>
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<td>Previous experience of using a Library Management System for transactions, including cataloguing and acquisitions.</td>
<td>Excellent communication skills with the ability to manage conflict effectively.</td>
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<th>Desirable Qualifications</th>
<th>Experience</th>
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<td>Library or teaching qualification.</td>
<td>Previous experience of working with international students whose first language may not be English and/or with students coming from different educational backgrounds.</td>
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<td>Previous experience of using Talis Alto as a Library Management System.</td>
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Previous experience of using spreadsheets to keep detailed financial records and statistics.

Previous experience of participating in collection management and development activities.

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<th>Skills &amp; Attributes</th>
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<td>Ability to produce good quality guides and promotional material both in print and digital media.</td>
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DATE UPDATED: 25 August 2017