



**COORDINATOR – PUBLIC SERVICES
FULL-TIME, TEMPORARY**

The Brantford Public Library enhances the quality of life in our diverse community. We invest in valuable experiences, resources, and services, in a welcoming and equitable environment for all.

The Brantford Public Library is looking for an enthusiastic, open-minded, and community-oriented candidate with leadership and customer service experience to serve a diverse range of populations, ranging from children, adults, seniors, newcomers, and vulnerable community members. This position coordinates the delivery of lending and information services, which includes readers' advisory, membership and accounts, display responsibilities, and community resources. The Coordinator facilitates a welcoming library experience, seeks to reduce service barriers, and fosters new opportunities for meeting a wide range of customer needs.

The position assists the Manager of Public Services with the development, implementation and evaluation of customer service policies and procedures, as well as providing guidance and support to public service staff.

Reports to: Manager – Public Services

Salary Range: \$63,416.00 - \$71,617.00 (\$34.844 - \$39.350/hour)
The updated rate will apply according to the Collective Agreement.

Classification: Full Time, Temporary (Contract)

Hours of Work: Maximum of 35 hours per week, including evenings and Saturdays. Sundays, as stated in the Collective Agreement.

This position is available beginning July 29, 2024 for an estimated duration of 12 months, subject to change.

Qualifications

- Accredited Master's Degree in Library and Information Science or equivalent
- Minimum of two years relevant experience
- Demonstrated and ongoing familiarity with current technology
- Ability to travel to other locations in the community, as needed

Responsibilities

- Coordinates the system wide delivery of dynamic and innovative library services in designated areas: lending services, customer services, information solutions, readers' advisory, orientation, and community resources at all service points

- Promotes an integrated public service model
- Designs, organizes and evaluates lending and information services
- Coordinates the day-to-day operations of staff in the delivery of customer services
- Provides leadership, direction, coordination and guidance to staff, referring performance and discipline issues to the appropriate manager
- Acts as a person in charge, as assigned, during evenings, weekends and when managers are not available
- Participates in collection development activities, as assigned
- Coordinates the curation of local information
- Develops and recommends short and long-term customer service plans to implement the Library's strategic objectives
- Develops and nurtures relationships and partnerships within the community, to enrich and promote library services and to enhance the Library's role
- Maintains a library presence at community events and initiatives
- Monitors designated services to ensure that these are consistent and fully supported, and makes recommendations for changes when needed
- Collects and analyzes relevant statistical data and metrics
- Recommends enhancements to current services and suggestions for new services, to meet the needs of diverse customers
- Collaborates with other staff to ensure the effective and efficient delivery of designated services
- Seeks out professional reading and community knowledge, including demographics, in order to enhance designated services
- Actively promotes the inclusion of innovation, best practices and emerging technologies in the delivery of services
- Stays current with library trends by attending professional development and training opportunities
- Identifies training needs and delivers designated training and orientation modules to staff
- Implements assigned projects and assists with system-wide service transitions
- Provides readers' advisory, collection services, community resource, circulation and in depth information services for customers at all service delivery points
- Handles cash transactions
- Other duties consistent with job responsibilities

A valid Ontario driver's license and access to a vehicle are assets.
Testing may be part of the interview process.

Please apply with your cover letter and resume as one PDF by email to hr@brantfordlibrary.ca no later than Friday July 19, 2024 at 5:00pm.

Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.