



COORDINATOR – PUBLIC SERVICES PERMANENT, FULL TIME

Brantford Public Library provides free access to information, ideas and opportunities for discovery, and spaces in which to use and share them. Our expertise and services are accessible and help empower the citizens of Brantford. We take pride in adapting to meet our community's everchanging needs.

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.

Department: Public Services

Salary Range: \$32.844 – 37.091/hour (\$59,776.08 - 67,505.62/an)
Updated rate will apply according to the Collective Agreement.

Hours of Work: Maximum of 35 hours per week, including evenings and Saturdays.
Sundays are scheduled according to the Collective Agreement.

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

Responsibilities

- Coordinates the system wide delivery of dynamic and innovative library services in designated areas: lending services, customer services, information solutions, reader's advisory, orientation, and displays at all service points
- Promotes new service models, including self-serve options
- 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

- Recommends collection items for the system
- Participates in collection development activities as assigned
- Coordinates the curation of local information
- Develops and recommends short and long-term customer service and information solution 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 designated 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 in depth information solutions for customers at all service delivery points
- Acts as person in charge as required
- Handles cash transactions
- Other duties consistent with job responsibilities

A valid Ontario Driver's license and access to a vehicle is an asset
Satisfactory Police Check Vulnerable Sector required as a condition of employment.

Application Instructions

Please apply with cover letter and resume no later than August 9, 2022 at 5:00pm. Submit your cover letter and resume to hr@brantfordlibrary.ca as a single PDF file.

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.