

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Library Service Desk Coordinator
DEPARTMENT:	Library
CLASSIFICATION:	Coordinator B
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION:	Full-time Support Contract
SUPERVISOR:	Manager, Archives and Access Services
DATE CREATED/REVISED:	September 2025

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Archives and Access Services, and working in conjunction with other library staff, the Library Service Desk Coordinator advances and enriches the library user experience by providing guidance and assistance to faculty, students and staff of Nipissing University and Canadore College and the community. Responsibilities include assisting library users with circulation services, access to information resources, guidance with information searching and effective search strategies, conducting library orientation sessions and may include provision of introductory information literacy instruction sessions.

The Library Service Desk Coordinator plays a key role in supporting the daily operations of the library by ensuring services are delivered in a consistent, client-focused manner with an emphasis on quality and consistency. The Coordinator works to foster an inclusive and respectful environment where all staff and users can thrive while providing day-to-day guidance and coordination of Service Desk staff. The Coordinator helps organize workloads, supports team communication, evaluates and recommends adjustments to procedures and workflows as necessary, recommends new services and ensures the consistent delivery of high-quality service to library patrons.

The Library Service Desk is open on days, evenings, and weekends; therefore, evening and weekend work is required for this position.

DUTIES AND RESPONSIBILITIES:

Library Service Desk

60%

- Assist staff with issues that pose safety and security challenges
- Conduct reference interviews in person, phone or by email to provide assistance and instructive guidance to library users about library services and access to information resources
- Guide and instruct patrons in the use of the library catalogue, databases and discovery layer for information searching and to access information resources
- Instructive guidance to help patrons learn and develop effective search strategies as well as effective assessment and evaluation of resources retrieved during searching
- Conduct library orientation sessions that familiarize patrons with the layout and services of the library
- Provide introductory information literacy sessions; customize sessions to academic level and discipline / subject if required
- Process outgoing and incoming materials, including books from the general collection, books and articles from the reserve collection, audio-visual and any other materials
- Process library account registrations, assist patrons with holds, requests and recalls
- Accept / process payments for late fees, lost and damaged materials

- Assist patrons with printers, copiers and other technical problems; basic troubleshooting if needed
- Advise / explain library procedures and practices to patrons
- Assistance with promotional activities such as library displays
- Collaborate and consult with library staff and librarians when and as needed; refer patron queries when and as appropriate
- Coordinates the physical resource maintenance and presentation of the library collection

Service Desk Coordination

30%

- Assist the Manager with scheduling and coordinating the work of full-time and part-time Library Technicians at the Service Desk to meet service demands and staff absences
- Ability to use sound judgement when making decisions that may deviate from standard operating procedures in order to resolve a concern or communication issue
- Recommend revised procedures and related workflows to improve the user experience
- Assist with the creation, revision and maintenance of related training materials and manuals related to the Service Desk in cooperation with other library staff
- Assist with the design and delivery of customized training to Service Desk staff
- Provide guidance to other library staff as it relates to Service Desk procedures and services and foster a collaborative/cooperative approach at the Service Desk
- Develop and maintain expert knowledge of the fulfillment modules of the Library Service Platform and all associated tools and equipment
- Work with University Technical Services (UTS) to address technology issues at the Service Desk, in the learning commons and with printing for library users
- Mentor other staff working at the Service Desk to ensure consistent high-quality service and policy interpretation
- Investigate, troubleshoot and recommend solutions to user service issues and concerns at the Library Service Desk
- Collaborate with library management team to anticipate and resolve operating issues, develop procedures and coordinate staffing requirements.
- Coordinate library stacks maintenance by staff ensuring shelf reading is done regularly

Other Duties:

10%

- Opening and closing procedures
- Complete cash and electronic transactions for library fees and services
- Collection maintenance when required: shelve materials, collect materials left around the library for re-shelving, shelf-read, process new materials
- Assist with deaccessioning library materials
- Supply and troubleshoot for microform printers correcting minor mechanical problems
- Assist with projects related to the maintenance of the collection such as promotional activities
- Participate, when and if necessary, on working groups for projects and activities
- Participate in library-wide planning and projects through service on teams, committees, task forces, and special projects as assigned.
- Consult closely and meet regularly library colleagues and support them in their daily work and interaction with users
- Participates in wider OCUL level discussions as appropriate

Any other duties as assigned.

QUALIFICATIONS:

Education: Library Technician Diploma from a recognized program

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Two to three years of directly related frontline library experience
- Training and demonstrated experience with the provision of circulation and reference services, library orientation and instruction sessions
- Training, experience and familiarity with library information resources and collections
- Training, experience and familiarity with Integrated Library Systems and other library-related software applications, preferably in an academic library. Experience with Alma / Primo VE is considered an asset
- Foundational knowledge of library principles and practices, Intellectual Freedom, ethics, privacy and confidentiality
- Demonstrated ability to conduct reference interviews and provide assistance for library users with various and diverse academic needs
- Broad general knowledge to understand patrons' needs and provide assistance
- Strong analytical and problem-solving skills with ability to implement course of action or make recommendations within the scope of the position
- Ability to apply good judgement and decision-making skills to implement course of action or make recommendations within scope of the position
- Effective interpersonal skills
- Strong and effective written and oral communication skills
- Attention to detail
- Commitment to customer service standards
- Ability to work as part of a team and independently with little supervision
- Ability to manage time and work under pressure in a changing environment
- Familiarity with ACRL standards / framework (provision of Reference Services, Information Literacy and Instruction), considered an asset
- Basic troubleshooting skills with photocopiers, printers, scanners, microform machines and computers

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Archives and Access Services

Internal Contacts: Staff, students, faculty

External Contacts:

- General public
- Canadore College
- Community Members
- Ontario Council of University Libraries (OCUL)

MATERIALS UTILIZED:

- Library collection
- Computers and laptops, printers, photocopiers
- Microform readers
- Cash Register

- MS Office Suite

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Some visual and mental concentration
- Moderate physical effort; frequent change from sitting to standing to walking, and some stooping, bending, carrying, stretching, lifting and climbing
- Push and pull full trolleys of books
- Pleasant surroundings; public area; shared open office space
- The work location is Harris Learning Library
- Flexibility is necessary in order to meet operational requirements
- Weeknight and weekend hours are required
- Frequent interruptions

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date

Date