



**LIBRARY SERVICES DESK MANAGER PL7
UNB LIBRARIES (SAINT JOHN)
Employment Opportunity #166-17.18**

The University of New Brunswick Saint John is seeking applications for the position of Library Services Desk Manager PL7 with UNB Libraries. This is a continuing full-time (36.25 hours per week) position with the CUPE employee group. The position is funded by the University Budget. The salary range for this position is \$22.18 - \$28.54 per hour.

Under the direction of the Head Librarian on the Saint John Campus, the Library Services Desk Manager PL7 (hereafter Manager) is responsible for the effective operation of the Library Services Desk (hereafter Desk) in the Hans W. Klohn Commons.

Position summary:

- Take responsibility for the effective operation of the Library Services Desk.
- Provide excellent service at the Desk in person and by telephone and e-mail to all students and other visitors to the Hans W. Klohn Commons; services include, but are not limited to: circulating library materials, providing basic research help as appropriate, assisting with printing/scanning/copying and basic IT needs, providing directions and general information services, and referring people to appropriate service points in the Commons and throughout the campus.
- Manage, supervise, and schedule Library Assistants (4) and Student Assistants (6-7) at the Desk; delegate responsibility as required.
- Ensure the Desk is staffed at all times the Commons is open. Understand and apply library policies.
- Develop, implement, and evaluate Desk procedures in consultation with the Head Librarian.
- Keep the Head Librarian informed of problems that need to be addressed.
- Accept payments for overdue fines, lost books, document deliveries, printing, and so on.
- Create and keep records of financial transactions and make cash deposits as needed.
- Work with Desk staff to ensure that documentation is kept. Keep statistics and prepare reports. Help to ensure confidentiality of borrower records. Work with others to resolve safety and security issues.
- Keep track of computer equipment such as laptops, cameras, and other equipment like cables and chargers, and identify when equipment needs to be repaired or replaced.
- Track departmental cards such as Lost/Missing/Mending for the purpose of following up on the need to withdraw or re-order material as determined by a librarian.
- Monitor current periodical/newspaper shelving, ensure issues are set aside for withdrawal/re-location as space considerations require, and report lapsed subscriptions.
- Serve on campus and bi-campus committees and projects as assigned. Assist with library programming and outreach activities.
- Communicate with other UNB departments as needed, such as Financial Services and Security.
- Investigate different policies, procedures, and technologies that may improve services.
- Fulfill other duties and responsibilities as required.

Requirements/Skills:

- Library Technician diploma (preferred) or an undergraduate university degree.
- Experience working in public services in an academic library in a management context. An equivalent combination of directly related training and experience may be considered.
- Strong public services orientation and skills in addressing the needs of faculty and students with discretion, patience and courtesy. Excellent communication and problem-solving skills.
- Demonstrated knowledge of a variety of software/hardware platforms, including mobile platforms.
- Ability to work independently as well as with a team and ability to learn and adapt to new and emerging changes and trends. Standing, lifting, walking, bending is required.

Closing date for applications, **April 20, 2018 4:30pm.** We thank all applicants for their interest but only those selected for an interview will be contacted.

The University of New Brunswick is committed to employment equity and fostering diversity within our community and developing an inclusive workplace that reflects the richness of the broader community that we serve. The University welcomes and encourages applications from all qualified individuals who will help us achieve our goals, including women, visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, gender identity or gender expression. Preference will be given to Canadian citizens and permanent residents of Canada.

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