



POSITION DESCRIPTION

TITLE OF POSITION: Team Leader (Lending Services), City Campus Library	SERVICE AREA: Library	
REPORTS TO: Manager, Campus Library Services	DATE: August 2011	
TENURE Permanent	PROPORTION: 1.0	SALARY BAND: Band C

PURPOSE:

To manage the day-to-day operations at the City Campus Library to ensure a professional, client-focused Campus Library Service, with special responsibility for the loans desk and maintenance of the collection, facilities, furniture and equipment.

To lead and manage staff in the provision of Campus Library Services that support the University's teaching, learning and research programmes.

CLIENT BENEFIT STATEMENT:

The Team Leader Lending Services) ensures the provision of high quality library services and facilities to meet the needs of AUT staff and students.

RELATIONSHIPS AND LINKAGES - EXTERNAL:

- Library staff from other universities
- Special borrowers

RELATIONSHIPS AND LINKAGES - INTERNAL:

- Library staff
- AUT staff and students
- Student Services
- ITS
- Campus Services

KEY ACCOUNTABILITIES:

- ⇒ Manage the day-to-day operations at the City Campus Library
- ⇒ Manage the performance and development of City Campus Library Services staff
- ⇒ Manage the provision of a professional, client-focused Campus Library Service
- ⇒ Contribute to the functioning of a high-performing team
- ⇒ Ensure a healthy and safe work environment
- ⇒ Develop self for current and future employment

Key Tasks and Expected Results:

1. Manage the day-to-day operations at the City Campus Library

- Ensure that the service desks are adequately staffed during Library opening hours
- Create, implement and maintain rosters to cover the full span of opening hours and all duties
- Act as first point of contact for more complex borrower queries and handle routine disputes or complaints
- Manage shelving activity to ensure that the collection is re-shelved in accordance with the Client Services Charter
- Monitor the condition of the facilities and report maintenance issues to Campus Services
- Liaise with other Team Leaders to oversee the provision of all services including lending, course reserve, document delivery, distance services, inter-campus loans and external borrower services
- Resolve operational issues in consultation with the relevant managers, team leaders and co-ordinators

2. Manage the performance and development of City Campus Library Services staff

- Provide leadership that collaborates, supports and links with the Library's vision for the future
- Manage and support the team in day-to-day activities to achieve Library goals
- Coach and motivate staff in managing and streamlining work activities
- Ensure that staff are trained in current operations and procedures
- Manage the performance and development of staff
- Conduct regular team meetings

3. Manage the provision of a professional, client-focused Campus Library Service

- Ensure access to the Library collection in accordance with the Client Services Charter
- Administer the Library Regulations and Lending Policies concerning fines, fees and lost materials
- Advise the Manager, Campus Library Services of outstanding library debts at the end of each semester
- Report on Campus Library Services as required by the Manager, Campus Library Services
- Be responsible for testing ILMS upgrades and new procedures and reporting system faults in liaison with the Digital Services Team
- Provide expert advice on IT systems and equipment including Voyager, RFID and Security
- Ensure that the furniture and equipment are maintained and advise the Manager, Campus Library Services of repair and replacement needs
- Liaise regularly with Campus Services and Security staff
- Ensure that Library policies are kept current in accordance with the Library vision, values and goals

4. Contribute to the functioning of a high-performing team

- Contribute to activities associated with the enhancement of team performance and the achievement of departmental, team or organisational goals
- Willingly share knowledge and skills to increase the breadth of knowledge and awareness of Campus Library Services procedures
- Liaise with the Team Leaders and Manager, Campus Library Services to ensure that appropriate levels of staffing are maintained
- Contribute to project teams and working parties when required
- Be innovative and keep up-to-date with current Library trends to ensure an excellent service

5. Ensure a healthy and safe work environment

- Understand health and safety responsibilities according to health and safety legislation
- Demonstrate a knowledge of emergency procedures
- Participate in annual health and safety audit of work
- Identify and report hazards, consistent with AUT policy and procedures

6. Develop self for current and future employment

- Develop and maintain knowledge and skills for competent performance of current position
- Develop, agree to and implement an Individual Development Plan (IDP) annually.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.

JOB COMPLEXITY:

The person in this position will require a thorough knowledge and understanding in the provision of access to resources in an academic environment and keep up-to-date with changes and developments. The person in this position will require knowledge in all areas of service delivery across the library.

The person in this position requires a thorough understanding and appreciation of the workings of the University and the policies and practices of the Library. There is a requirement to interpret policy and observe service standards in response to queries referred by frontline service personnel or clients. This position oversees the library fine process and deals with complaints and fine waiver requests at the relevant Campus Library, in line with established policies and in liaison with the Manager, Campus Library Services.

The person in this position should demonstrate a high degree of professionalism and the ability to deal effectively with people at all levels, both internally and externally. There is a considerable degree of autonomy in the role, which requires initiative and effective time management skills.

AUTHORITIES:

- Approx 6 FTE Library Assistants report to this position
- Ability to recommend the hiring of staff within established procedures

PERSON SPECIFICATION

FORMAL QUALIFICATIONS:

- Undergraduate degree
- Library qualification at least Dip LIS, Level 6, MLIS preferred

KNOWLEDGE AND EXPERIENCE:

- Minimum of 3-5 years Library experience in a qualified position, preferably in an academic library
- In general reference work in an academic library
- In lending services including experience of Library Management Systems
- In supervising staff and team building
- Of the technological issues and challenges facing libraries

SKILLS:

- Excellent oral and written communication skills
- Ability to establish and maintain effective customer and team working relationships
- Problem solving skills, especially the ability to source and offer a variety of options
- Excellent time management and organisational skills
- A high level of accuracy and attention to detail
- Excellent search skills via specialist databases and the Internet

ATTRIBUTES:

- Common sense, practical results focused approach and achievement orientated
- Advanced customer service commitment geared to providing support and assistance
- Well developed people skills
- A self-starter who can apply innovative ideas and solutions to problems
- Uses initiative to achieve positive work outcomes
- Sensitivity, empathy and cultural awareness
- A strong team player who respects and helps others