

JOB DESCRIPTION

# Coordinator Library Service Delivery

<b>ROLE TITLE</b>	Coordinator Library Service Delivery
<b>SECTION/DIVISION:</b>	University Library, Academic Division
<b>REPORTS TO:</b>	Manager Library Engagement
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Provide flexible customer-facing support across the Central, Law, Science, Health Science, and Robertson Libraries. A strong customer service focus is essential.</p> <p>This role coordinates and supports the day-to-day operations of customer-facing service delivery, ensuring consistent, high-quality customer experiences aligned with the Library's Customer Experience Principles. The coordinator guides and supports Library Engagement Assistants and Library Student Ambassadors in their workflows, contributes to service desk roster and plays a key role in optimising daily activities and processes.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>Customer-Facing Services</b></p> <ul style="list-style-type: none"> <li>Support the supervision and coordination of customer-facing service points (online and in person). Co-design, monitor and carry out workflow processes for responding to enquires and coordinating referrals, in consultation with relevant staff.</li> <li>Coordinate and participate in the day-to-day service point tasks, including issuing and returns, using associated software and equipment, and supporting customers access library facilities. Act as a point of contact of contact for service point queries from Library Engagement Assistants and casual staff. Proactively identify and resolve issues or inefficiencies.</li> <li>Coordinate the evaluation of customer-facing services, including collecting key statistics, reporting on customer use and satisfaction, and identifying opportunities to improve processes and customer experience.</li> <li>Embed User Experience (UX) activities and approaches into service delivery.</li> <li>Ensure a welcoming, inclusive and culturally safe environment for all customers.</li> </ul> <p><b>Student Casual Staff</b></p> <ul style="list-style-type: none"> <li>Coordinate all aspects of student casual staff recruitment and day-to-day support. This includes administering the Applicant Tracking System (ATS), preparing and placing advertisements, scheduling and supporting interviews, and coordinating onboarding and induction activities.</li> <li>Maintain rosters, desk diaries, timesheets, leave requests, and shift changes. Communicate notices and updates, and maintaining accurate records and statistics related to student staffing and service activity.</li> </ul> <p><b>Library facilities and collections</b></p>

- Actively seek opportunities to ensure physical and digital spaces and services are accessible, safe, welcoming and support a sense of belonging.
- Work with relevant staff to monitor facilities, furniture, and equipment, escalating serious security or safety matters in line with established procedures.
- Support the coordination of opening and securing library work areas and act as the Engagement Team's point of contact for library hour updates and changes.
- Where required, work with the Collections Access and Discovery team on scanning, retrieval, and other collection-related activities in public areas.

**Teamwork**

- Contribute to library projects and working groups, collaborating with a diverse range of colleagues and perspectives.
- Support training and development activities for service point functions, including student casual staff. Actively participate in training, coaching, and mentoring opportunities.
- Maintain and help improve procedures and protocols, so all team members have clear, accessible guidance for required tasks.

**KEY RELATIONSHIPS:**

Internal

Library Staff  
Academic and professional staff  
Students

External

Researchers and visitors  
Colleagues in the GLAM sector  
Otago University Students Association (OUSA)  
Prospective students, whanau, alumni, parents  
Security contract workers

**QUALIFICATIONS AND EXPERIENCE:**

Essential

Recognised qualification appropriate to the role, or proven experience providing excellent customer service in a frontline environment  
Proven experience supporting and coordinating daily operations and support team workflows.  
Experience with library management software for circulation and related tasks.  
Experience in building and maintaining positive work relationships.

Preferred

Experience supporting or leading service improvement initiatives.  
Tertiary qualification  
Experience in the tertiary sector or familiarity with a university environment.  
Experience in supporting User Experience (UX) activities, in library or similar context.

**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential

Proficiency in Microsoft Office programmes, with strong keyboard and word processing skills  
Ability to communicate clearly and effectively, in person, online, verbally and in writing.  
Proven ability to learn new systems, software, and procedures quickly.  
Ability to work cooperatively with others to achieve shared goals.  
Ability to build positive working relationships and manage interactions constructively.

Strong organisational skills, with the ability to prioritise tasks, manage time effectively, and maintain accuracy in record-keeping and administration. Comfort using technology in customer-facing environments, including basic troubleshooting of equipment and software used at service points. Understanding of cultural diversity and its importance in a Library environment. Exceptional customer focus and understanding of customer needs.

Preferred

Comfortable with the use of Te Reo Māori in professional contexts (e.g., greetings, karakia, mihihi, pepeha sign-offs).

**SPECIAL REQUIREMENTS:**

May be required to work outside normal working hours. This role requires an onsite presence to support collaboration, customer interaction, and engagement with physical library space. Staff must comply with the Public Records Act 2005 and the Privacy Act 2020 and are expected to complete training to understand and meet these requirements

**DIRECT BUDGET ACCOUNTABILITY:**

Nil

**MĀORI STRATEGIC FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Coordinator Library Service Delivery

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
<b>ADEPT</b>	<b>ADEPT</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>
Tailor communication to the audience	Take responsibility for delivering high quality customer-focused services	Build a supportive and co-operative team environment	Utilise facts, knowledge and experience to support recommendations
Clearly explain complex concepts and arguments to individuals and groups	Understand customer perspectives and ensure responsiveness to their needs	Share information and learning across teams. Support others in challenging work situations	Work towards positive and mutually satisfactory outcomes
Actively listen to others and clarify own understanding. Create opportunities for others to be heard	Identify customer service needs and implement solutions	Acknowledge outcomes which were achieved by effective collaboration	Identify and resolve issues in discussion with other staff and stakeholders
Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience.	Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers	Engage other teams or work units to share information and solve issues and problems jointly	Identify others' concerns and expectations
	Maintain good relationships with key customers in area of expertise		Keep discussion focused on the key issues

#### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>
Complete work tasks to agreed budgets, timeframes and standards	Understand the team/work unit objectives and align operational activities accordingly	Research and analyse information and make relevant evidence based recommendations	Take responsibility for own actions and be accountable for the outcomes of others
Take the initiative to progress and deliver own and team/work unit activities	Initiate and develop goals and team plans and use feedback to inform future planning	Identify issues that may hinder completion of tasks and find appropriate solutions	Understand delegations and act within authority levels
Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals	Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary	Be willing to seek out input from others and share own ideas to achieve best outcomes	Be alert to risks that might impact the completion of an activity and escalate these when identified
Seek and apply specialist advice when required	Ensure current work plans and activities are consistent with organisational change initiatives	Identify ways to improve systems or processes which are used by the team/work unit	Use financial and other resources responsibly

## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>
Be flexible and adaptable and respond quickly when situations change	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism	Be willing to develop and apply new skills and adapt existing skills to new situations	Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints
Offer own opinion and raise challenging issues in an appropriate manner	Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance	Show commitment to achieving work goals effectively	Seek input from others who may have different perspectives and needs
Listen when ideas are challenged and respond in a reasonable way	Recognise and report misconduct and inappropriate behaviour	Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance	Adapt and respond positively in diverse environments
Work through challenges		Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult	
Stay calm and focused in the face of challenging situations			

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
<b>FOUNDATIONAL</b>	<b>FOUNDATIONAL</b>
Use te reo Māori words and greetings in an appropriate way in the work place	Understand the University's Māori Strategic Framework and its relevance for own work
Endeavour to use and pronounce Māori words correctly	Demonstrate some awareness of Māori customs, values and beliefs
Actively participate in training and development opportunities that increase own te reo Māori language capability	Has some knowledge of Te Tiriti o Waitangi
	Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi