



Hamilton Public Library

Freedom to Discover

JOB TITLE:	VOLUNTEER and VISITING LIBRARY SERVICES COORDINATOR—Extension Services – 1 year contract - #006464
PAY BAND:	Grade E - \$28.511 - \$33.542 hourly (2010 rates)
LOCATION:	Central , Extension Services Travel to conduct library business is required
SCHEDULE:	35 hours per week; up to two (2) nights per week; includes Saturday and may include Sunday rotation Tentative start date: April 19, 2010 Please be aware the selection process may involve any of interviews, test and presentations or any combination thereof.

JOB SUMMARY:

Reports to Manager; Works under the direction of the Extension Services Librarian; Responsible for the delivery of the Visiting Library program and related outreach services; Coordinates and acts as a system resource person for volunteer services including the recruitment of volunteers, matching volunteers with opportunities, partnering with community institutions and organizing volunteer recognition programs and events

JOB DUTIES:

Reports to Manager; works under the direction of the Extension Services Librarian; ensures Visiting Library Service and Volunteer services meet library and community needs

Develops Visiting Library Service Program policies, procedures and standards of service for volunteers; defines and differentiates the role of staff and volunteers

Recruits and screens volunteers; matches volunteers with opportunities; evaluates the success and effectiveness of volunteer placements

Coordinates and monitors placements; schedules volunteer visits with customers and institutional sites; maintains regular contact with all parties including volunteers, staff and customers; ensures that volunteers receive appropriate level of supervision

Promotes Visiting Library Service and related programs to agencies and client groups; develops and maintains relevant local community contacts; provides outreach; introduces services through public speaking presentations

Provides orientation to services, collections, policies and procedures; maintains orientation, training and procedure manuals

Provides readers' advisory and information services; recommends and selects materials for Visiting Library Service customers; ensures that VLS client profiles are maintained to meet current needs; fills requests; conducts reference interviews; develops search strategies; fills requests; refers complex inquiries

Acts as a resource person; identifies service standards for volunteer programs that reflect the overall Mission and Values of the Library; makes recommendations; monitors compliance by staff and volunteers

Ensures that volunteers work in a safe and supportive environment in accordance with legislation and regulations

Maintains records including volunteer database, confidential files and training documentation

Communicates effectively with volunteers and staff in person and through internal communication channels such as the intranet and email; develops and maintains website content for volunteers and the community

Develops and implements formal and informal volunteer recognition program for Visiting Library Service Volunteers

Maintains knowledge for reference and information service; attends training sessions and staff meetings

Plans and implements short-term projects under direction of the Manager or Librarian

Resolves or refers complaints; explains policies and procedures

Writes, updates and evaluates manuals and procedures; forwards for approval

Writes reports; completes questionnaires; composes correspondence; compiles statistics

Performs customer service functions; inputs and retrieves data

Loads and unloads materials

Performs preventive maintenance on equipment; contacts service personnel as required

Performs other duties as assigned which are directly related to the major responsibilities of the job

MINIMUM QUALIFICATIONS:

Educational Requirements:

Bachelor's Degree from an accredited university; degree, diploma or certificate coursework in Volunteer or Human Resource Management from a recognized academic institution

Qualifications:

Certified Administrator of Volunteer Resources (CAVR) is preferred certification

Valid Ontario Driver's Licence Class G and excellent driving record required for travel to visit Visiting Library clients/sites and to undertake outreach activities

Experience:

Two years of experience managing volunteers and working with seniors and persons with special needs

Supervisory experience organizing the workflow of self and others

Relevant customer service experience

Relevant customer service experience for readers' advisory, reference and information service including demonstrated knowledge of current events and reading trends for adults and youth

Working knowledge and experience of computer applications including word processing, spreadsheet and presentation software, online databases, Internet browsers , software applications for website creation and maintenance, information sharing technology and digitizing information

Competencies:

Demonstrates skill in communicating, presenting information, writing, consulting and active listening
[COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service [CUSTOMER SERVICE FOCUS]

Demonstrated understanding of issues related to diversity and cultural sensitivity and ability to maintain effective working relationships with others both within and outside the Library
[CUSTOMER SERVICE FOCUS / JOB-SPECIFIC COMPETENCY]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops and presents appropriate courses of action [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge [KNOWLEDGE]

Demonstrated knowledge and awareness of trends and best practices in volunteer service management and library outreach to seniors and persons with disabilities. [KNOWLEDGE / JOB-SPECIFIC COMPETENCY]

Effectively relates to and engages others in the achievement of objectives, advocates for the role and mission of the library within the community and demonstrates team leadership, credibility, flexibility and good humour in a working environment characterized by change [LEADERSHIP]

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals [RESULTS ORIENTATION]

Able to keyboard accurately and quickly at 40 wpm [RESULTS ORIENTATION / JOB-SPECIFIC COMPETENCY]

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment

Legislative Requirements:

Works in accordance with all applicable Ontario Public Library, Privacy, Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation

Organizational Requirements:

Adheres to policy and procedures identified in the Hamilton Public Library Manual