

## **TOMPKINS CORTLAND COMMUNITY COLLEGE**

### **POSITION TITLE**

Coordinator of Information Delivery Services

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### **ORGANIZATIONAL UNIT**

Baker Commons

### **REPORT TO**

Library Director

### **APPROVED BY**

Board of Trustees  
September 13, 2012

### **SUMMARY**

Provides leadership and supervision for all operational aspects of the library's service desk, course reserves, electronic reserves, interlibrary loan, purchase-on-demand, video-on-demand and document delivery services. Responsible for setting the standard for service desk services in the Baker Commons Library. Plans, coordinates, develops, interprets, and implements policies and procedures for all information delivery services. Coordinates the monitoring of all chat, text, phone, email, and in-person communications that take place at the Service Desk and routes questions to appropriate staff members. Coordinates the delivery of information resources to all distance populations including Concurrent Enrollment, extension center, global, and community members. Participates in the cataloging and processing of physical and electronically received materials. Maintains close communication with faculty to promote library services and identify information resource needs. Compiles statistics and generates reports on the use of the physical collection, interlibrary loan and document delivery services. Utilizes and troubleshoots the variety of software used in the department.

### **NATURE AND SCOPE**

- Administers and provides leadership to all areas of Information Delivery Services including circulation, traditional and electronic course reserves, media and other on-demand services, interlibrary loan, document delivery and extension center, Concurrent Enrollment, and community resident information delivery services.
- Serves as the main point of contact for questions and communications at the Service Desk.
- Develops short- and long-range plans to provide new and/or revised information delivery services to meet the teaching and information needs of the College, its extension centers and the community. Performs ongoing assessment and periodic comprehensive evaluations of these services to assure the effectiveness of operations and the delivery of quality services.
- Responsible for the development and implementation of training programs for Information Delivery Services staff and student workers in the area of circulation services.
- Responsible for compiling statistics and generating detailed reports using library management and Microsoft Office software programs as required by the Library Director and various consortia.
- Establishes and maintains borrowing and lending relationships with other libraries and information resource sharing organizations.
- Represents the library in resource sharing conferences, workshops and committees.

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- Utilizes, troubleshoots, and reports problems for circulation services hardware and software applications.
- Locates, retrieves and processes full-text database articles for interlibrary loan requests.
- Directs the staff of the Information Delivery Services area, including significant numbers of students. Assures effective use of human resources by recommending, hiring, evaluating, disciplinary, and other administrative actions, together with the training, in accordance with federal, state, and local equal employment/affirmative action laws, regulations, and collective bargaining agreements.
- Serves on various College committees and performs other related tasks as assigned.

**SUPERVISES**      3   Direct                                 Indirect                      10-15 Students (Direct)

**BUDGET**                                 Under 100K = \$                     

**REQUIRED QUALIFICATIONS**

Bachelor's Degree and four years of related experience or a master's degree in a related field.

**PREFERRED QUALIFICATIONS**

- Master's degree in Library Science (MLS/MLIS) and related work experience. (MLS/MLIS applicants may also be expected to participate in other Library tasks, like reference, instruction, and liaison duties.)
- Experience in a Community College Library.
- Experience with library management software programs.
- Supervisory experience.