

POSITION DESCRIPTION

Library Facilities Experience Coordinator



POSITION DETAILS

Position Title	Library Facilities Experience Coordinator
Classification	Level 6
Position Number	
School/Office	Library
Division	Division of Education and Students

POSITION PURPOSE

The Library Facilities Experience Coordinator oversees the delivery of consistent, high-quality library facilities support across all campus libraries and the Library Depot. This role supervises a team of Library Experience Officers, ensuring that library environments are well-maintained, collections are accessible, and operational tasks are completed efficiently. The Coordinator monitors facilities standards, and liaises with internal stakeholders to ensure that library spaces are maintained to a high level to support student success across the University.

KEY ACCOUNTABILITIES

1. **Coordination** of day-to-day campus facilities including routine maintenance requirements, monitoring of essential compliance activities and acting as the contact point for external contractors.
2. **Ensure** library spaces are welcoming and well maintained, including oversight of furniture placement/reset by Library Experience Officers and monitoring use to provide improvement recommendations.
3. **Oversight and coordination** of physical collection work across all campuses, including material processing and shelving, minor repairs are undertaken regularly.
4. **Coordinate** activities relating to scholarly materials deliveries including intercampus deliveries, document delivery, and item scanning requests.
5. **Liaise** with relevant Library staff to facilitate planned promotions, displays and events, ensuring compliance with setup requirements and timely takedown including ensuring the Library Experience Officers contribute as appropriate for event success.
6. **Plan and undertake** collection moves and lead stocktakes as required in collaboration with relevant staff, including Library Depot.
7. Manage team rosters and ensure equitable work distribution
8. **Contribute** to service planning and continuous improvement initiatives related to library operations and facilities.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A Bachelors degree in a relevant discipline with relevant experience in a library environment or demonstrated extensive experience in facilities coordination in a library environment including an understanding of the Dewey Decimal System.
2. Demonstrated understanding of library operations and the impact of space management on student experience.
3. Demonstrated experience in managing a dispersed team to achieve common goals
4. Strong stakeholder engagement skills, including the ability to work across diverse teams.
5. Strong written and verbal communication skills, with the ability to clearly and succinctly transmit information and instructions.
6. Demonstrated ability to manage multiple priorities and meet deadlines in a complex multicampus environment. The willingness and ability to travel to other campuses as required is an inherent part of this role.

KEY RELATIONSHIPS

- **This position reports to:** Deputy University Librarian
- **This position supervises:** Library Experience Officers
- **Key internal relationships:**
 - Library Collections Manager
 - Library Communications Coordinator
 - Library Learning Hub Coordinator
 - Library staff
 - WSU Operations and Commercial Team
 - WSU IT Services
- **Key external relationships:**

CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality within constrained resources.
- Effectively managing geographically dispersed staff to respond to differing service needs across the seven libraries.
- Ensuring compliance with university and library policies and expectations.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity
- As the Library operates on multiple campuses is an expectation of the role that it may be required to travel to and work from any campus library subject to appropriate notification.

Approved by:

Date: