

## **Southern Adirondack Library System System Services Support Coordinator**

SALS provides leadership, effective and efficient services, continuing education, and technology to support member library services to all residents in Hamilton, Saratoga, Warren, and Washington Counties. It is imperative that requests for help and information made by the membership be addressed as quickly as possible.

### **Position Summary:**

Works independently and collaboratively with the Director and other staff to support system services. Recommends service improvements. Handles multiple tasks and prioritizes work.

### **Duties:**

- Creates physical and digital board packets for the SALS Board of Trustee meetings.
- Takes minutes at the SALS Board of Trustee meetings and shares draft minutes and meeting agendas with SALS Board President and system director.
- Plans and or coordinates the SALS Annual dinner, Advocacy Day, and meeting registrations and special events.
- Updates the SALS website and calendar, Advocacy guide and member library directory as needed.
- Updates and designs the SALS Statistical Summaries.
- Works cooperatively with other SALS staff to assist in special projects, such as the SALS and member library annual reports, strategic planning, Farm-to-Library, OATS (Older Adults Technology Services), Story Walks, etc.
- Assists member libraries in writing, administering, and closing NYS (New York State) Library Construction Aid.
- Helps prepare surveys and write executive summaries.
- Provides customer service and responds to member library calls and email requests for assistance. Determines and advises if there is a need to follow up with a site visit.
- Responds to requests for assistance from remote access patrons.
- Assists SALS staff with the lending library of things, delivery of equipment, e.g., Early Literacy STEAM kits, Chromebooks, and Talking Book and Braille Library.
- Acts as system liaison between courier vendor, system staff, member library staff and correctional facility staff.

- Updates delivery schedule on the web, keeps delivery directions, library security codes and keys up to date.
- Handles all correctional facility reserves, checks in, and checks out loans, and answers reference questions.
- Helps coordinate annual purchases for county jails and delivery of materials to the jails.
- Checks packing slips against invoices for the correctional facilities, gives the information to Finance and Administration Manager for payment. Forwards cancelled orders and back orders reports to the correctional facilities.
- Receives incoming funds and prepares deposits for Finance and Administration Manager.
- Creates and sends invoices to member libraries for automation fees and reimbursement of member library purchases.
- Provides assistance to the Finance and Administration Manager as needed.
- Collects and collates statistics as needed.
- Assists with social media.
- Answers phone and distributes mail as needed.
- Opens and closes the building when necessary.

### **Basic Required Skills**

- Full knowledge of Microsoft Suite
- Ability to use Excel
- Customer service skills
- Ability to work independently and be self-driven
- Critical thinking