



# Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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JD #:	<b>JD00248</b>	Pay Grade:	<b>8</b>
JD Title:	<b>Senior Library Assistant</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Library</b>		

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## General Description

Responsible for providing a variety of services to users and support for Library Services staff including research help, circulation and reserve, interlibrary loans, collection maintenance, and the safe keeping of library resources. Supervise student library assistants working for Library Services and act as the department supervisor in the absence of the Library Services Manager. Require a thorough knowledge of library policies, procedures, and systems.

## Representative Duties & Responsibilities

- Compile and organize training materials and train new casual employees each term on circulation, reserve, interlibrary loan, and health and safety practices and procedures.
- Create and update the casual employee manual as required.
- Create and monitor shift schedules for casual employees.
- Track and monitor casual employee hours, payments, and budget for each term.
- Prepare and submit casual employee payroll timesheets.
- Use discretion to override existing policies and procedures when circumstances warrant.
- Lead the Interlibrary Loan Lending and Borrowing team by reviewing all requests to borrow and lend materials and coordinate the workflow to accommodate these requests.
- Ensure that research help questions are answered in a timely manner and advise Library Services staff on appropriate follow up.
- Work with patrons to determine what materials are required, what timelines must be met and interpret user request for materials not owned by the University. Search and locate the required materials.
- Interpret user requests from outside institutions for materials owned by the University, and determine if the material is available for loan and what arrangements can be made.
- Investigate and resolve conflicts between patrons regarding library materials.
- Train staff on specific functions related to their branch of interlibrary loan and coordinate the daily workflow.
- Manage the on-line cashing process and reconcile point of sale charges on a daily basis.
- Maintain cheque log and prepare cheque deposits.
- Act as the first point of contact for users of all types. Answer or redirect general inquiries in person, by telephone and via email and responds independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Apply an understanding of the broader context and philosophy of both the library and the University to serve patron needs.
- Provide circulation, reserve, and interlibrary loan services.
- Provide in-depth research help by interpreting patron requests for research materials and finding solutions to their research needs by constructing complex search queries of various online systems and networks.
- Refer requests to appropriate internal and external sources and offer alternatives as required.
- Extract, interpret, and integrate information from a wide variety of traditional and non-traditional resources.
- Search online databases to identify and determine the correct bibliographic entries for research materials.
- Interpret bibliographic references to determine if the library owns the specific materials.
- Update and maintain all files and databases required to provide access to and control over course material and circulating collections.
- Scrutinize reserve reading lists, call numbers and publication information for errors and omissions.

## **Representative Duties & Responsibilities**

- Create and maintain the reserve database to make sure materials are available to students when required.
- Liaise with faculty and adjust library materials according to course demands.
- Locate and obtain requested materials and inform patrons of alternative sources of information, as required.
- Provide interlibrary loans service to students and faculty at the University and from libraries outside of the McMaster community which requires requesting, receiving, and distributing resources to and from other libraries.
- Respond to shipping and tracking inquiries of University library materials forwarded to other libraries.
- Maintain accurate financial, patron, and processing records for all incoming and outgoing interlibrary loans materials.
- Compose general and email correspondence when communicating with users, staff and faculty, as well as local, national and international institutions, to follow up on information requests.
- Calculate statistics for research help, interlibrary loan, circulation, and reserve transactions. Calculate fines and variations in currency exchange rates.
- Track overdue materials that have not been returned by patrons and contact them to request the return of materials.
- Determine eligibility for borrower cards for non-University users.
- Maintain accurate system records for patrons and materials circulating in the library system.
- Maintain the confidentiality of patron information.
- Collect payments for borrower cards, fines, and replacement charges.
- Review circumstances and determine if fines will be charged, reduced, or waived. Calculate charges, including administrative charges, and process journal entries related to reserve fines, recall fines, and replacement book costs.
- Use a point of sale machine to process financial transactions.
- Open and close the building and liaise with Security Services as required.
- Read, understand, and remain current with legislative and policy documents regarding copyright restrictions.
- Update and maintain knowledge of the operational and administrative processes relating to the functions of local departmental and library-wide policies and procedures.
- Exchange library system and procedure information with colleagues and users.
- Adapt to incremental changes to library technology and knowledge base.
- Track and report photocopying requests according to established access copyright requirements.
- Assist students who have encountered difficult situations such as lost or stolen personal items in the library.
- Assist library staff and patrons with campus fleet photocopier, printer and fax problems.
- Set up and maintain filing systems, both electronic and hard copy.
- Assist patrons with problems in accessing resources and report systems problems to the Library and Learning Technologies staff.
- Report building maintenance problems.

## **Supervision**

- Ongoing responsibility for hiring and supervising 10 or more work-study employees and other casual staff.
- Provide orientation and show procedures to others.

## **Qualifications**

- Bachelor's degree in a relevant field.
- 2 year Community College diploma in Library and Information Technology.
- Requires a minimum of 5 years of relevant experience, including two years for the completion of a diploma in Library and Information Technology and one year of supervisory experience.

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## Effort

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### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to conduct searches, process payments, and maintain records.
  - Lifting and handling library materials.
- A typical work day consists of up to 2 hours of moderate physical effort for activities such as:
  - Standing while assisting library patrons.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information to prepare routine documents, respond to inquiries, input data into a records database, and process payments.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Reviewing all requests to borrow and lend materials and coordinating the workflow to accommodate these requests.
  - Interpreting user requests from outside institutions for materials owned by the University, and determining if the material is available for loan and what arrangements can be made.
  - Investigating and resolving conflicts between patrons regarding library materials.
  - Extracting, interpreting, and integrating information from a wide variety of traditional and non-traditional resources.
  - Interpreting patron requests for research materials and find solutions to their research needs.
  - Interpreting bibliographic references to determine if the library owns the specific materials.
- A typical work day occasionally requires high mental effort for activities such as:
  - Scrutinizing reserve reading lists, call numbers and publication information for errors and omissions.

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## Working Conditions

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### Physical Environment:

- Occasionally handles books that are musty.

### Psychological Environment:

- Occasionally interacts with library patrons who may be rude or upset.
- Frequently required to remain at workstation during assigned times.
- Frequently deals with competing library patron requests and research inquiries.

### Health & Safety:

- Risk to the incumbent is no higher than for the general population.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00248</b>	Pay Grade:	<b>8</b>
JD Title:	<b>Senior Library Assistant</b>	Total Points:	<b>516</b>
Job Family:	<b>Library</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>4.0</b>	83
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>E4</b>	104
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>3.0</b>	46
	10. Responsibility for Others	<b>4.0</b> <sup>Full</sup>	78
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.5</b>	53
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>1.0</b>	5