



# 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>JD00376</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Library Assistant (Interlibrary Loans)</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Library</b>		

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## General Description

Responsible for providing interlibrary loans and document delivery services to students and faculty at the University and from libraries outside of the University community which requires requesting, receiving, and distributing resources to and from other libraries.

## Representative Duties & Responsibilities

- Review all requests to borrow and lend library material and coordinate the workflow to accommodate these requests.
- 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.
- Use a variety of automated library systems to place requests for library patrons and respond to requests from other libraries regarding the borrowing and lending of library materials.
- Interpret library patron requests for research materials and find solutions to their research needs.
- Locate, request, and supply research materials from national and international institutions on behalf of University library patrons.
- Provide advice and train patrons on how to search, locate, retrieve, and interpret information from various library systems and databases.
- Interpret user requests from outside institutions for materials owned by the library and determine if the material is available for loan.
- Maintain accurate financial, patron, and processing records for all incoming and outgoing interlibrary loan materials.
- Manage the provision of material from the campus library to requesting libraries.
- Respond to shipping and tracking inquiries regarding University library materials forwarded to other libraries.
- Investigate and resolve complaints including, but not limited to, logon failures, request cancellations, and lost materials that have been brought forward by library patrons.
- Follow up with library patrons and other institutions on lost and overdue materials, and unpaid accounts.
- Exchange library system and procedure information with colleagues and users.
- Compose general and email correspondence to users, staff and faculty, as well as local, national and international institutions, regarding information requests.
- Process routine check-in and check-out of library materials borrowed from and lent to other libraries.
- Answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Sort, file, shelve, and retrieve material in a variety of formats.
- Gather and compile information required to generate relevant usage statistics.
- Use a point of sale machine to process financial transactions for fines and lost materials.
- Use established guidelines to calculate service and lending charges.
- Maintain the confidentiality of patron information.
- Attend and participate in meetings.
- Set up and maintain filing systems, both electronic and hard copy.
- Pack and unpack interlibrary loan materials.

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## Supervision

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- Provide direction to others in how to carry out work tasks.
- Provide orientation and show procedures to others.

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## Qualifications

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- 2 year Community College diploma in Library and Information Technology.
- Requires 3 years of relevant 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 process documents, enter data into databases, and search bibliographic records.
- A typical work day occasionally requires moderate physical effort for activities such as:
  - Lifting, moving, packaging and carting materials.
- 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:
  - Intermittent periods of keyboarding to conduct searches, process payments, and maintain records.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Using a variety of automated library systems to place requests for library patrons and respond to requests from other libraries regarding the borrowing and lending of library materials.
  - Interpreting library patron requests for research materials and finding solutions to their research needs.
  - Locating, requesting, and supplying research materials from national and international institutions on behalf of University library patrons.
  - Investigating and resolving complaints including, but not limited to, logon failures, request cancellations, and lost materials that have been brought forward by library patrons.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- Occasionally handles books that are musty.

### Psychological Environment:

- Frequently deals with competing requests and research inquiries from library patrons.
- Occasionally interacts with library patrons who may be rude or upset.

### Health & Safety:

- There are minimal health and safety risks inherent in the job.

## Job Description Rating Sheet

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JD Title:	<b>Library Assistant (Interlibrary Loans)</b>	Total Points:	<b>375</b>
Job Family:	<b>Library</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	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>2.5</b>	31
	5. Education and Experience	<b>D3</b>	60
	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>2.0</b>	28
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.0</b>	39
<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