

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.

JD #:	JD00452	Pay Grade:	5
JD Title:	Library Assistant (Circulation/Reserves)	JD FTE Hours:	35
Job Family:	Library		

General Description

Responsible for providing a variety of services to users including circulation and reserve, collection maintenance, and the safe keeping of library resources. Requires a thorough knowledge of library policies, procedures, and systems.

Representative Duties & Responsibilities

- Create and maintain information in the reserve database to ensure materials are available as required.
- Communicate with faculty and adjust library materials according to course demands.
- Locate and process preparation work for binding projects, errata updates, and other projects.
- Exchange library system and procedure information with colleagues and users.
- Write correspondence and memos to library users.
- Provide assistance to event planners and administrators planning special events in the library space, by providing detailed information specific to the library and the hospital.
- Read, understand and remain current with legislative, policy documents and software regarding accessibility requirements.
- Review inventory control reports for specialized collection formats and locations.
- Order paper supplies for library staff as required.
- Review the department's portion of the library website to identify where corrections or updates may be required, and forwards the information to others for update.
- Monitor the library suggestion box ensuring suggestions are escalated to the appropriate individual.
- Apply an understanding of the broader context and philosophy of both the library and the University to serve patron needs.
- Process routine check-in and check-out of library materials and equipment including, but not limited to, scanning and sending documents, packaging items, and attaching book bands.
- 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 respond independently to inquiries that are specific in nature and require a thorough knowledge of established departmental policies and procedures.
- Sort, file, shelve, and retrieve materials in a variety of formats.
- Interpret bibliographic references to determine if the library owns the specific materials, where the items are located in the library system or on the internet, and whether or not they are available for loan.
- Conduct bibliographic reference database searches for a variety of reasons including, but not limited to, verifying citations, identifying new editions, and interpreting information in lost and missing reports.
- Explain departmental policies and procedures to patrons and enforce them when necessary.
- Write formal notes and records including, but not limited to, security incident reports.
- Gather and compile information for a variety of purposes.
- Determine eligibility for borrower cards based on established policies.
- Monitor building maintenance reports and report building maintenance problems as they arise.
- Responsible for unlocking and opening the library, and for patrolling the library prior to closing with the assistance of Security Services, when available, to ensure all patrons have exited prior to locking the facility.
- Follow standard procedures to assist patrons in difficult situations by referring them to Security Services.

Representative Duties & Responsibilities

- Respond to security alarms at exits by determining which door is breached and then contacting Security Services.
- Use a point of sale machine to process financial transactions.
- Maintain the confidentiality of patron information.
- Update and maintain knowledge of the operational and administrative processes related to the functions of departmental and library wide policies and procedures.
- Attend and participate in meetings.
- Refer requests to appropriate internal and external sources and offer alternatives as required.
- Assist patrons with the use of library printers and photocopiers including, but not limited to, helping library patrons check printer and photocopy account balances, and adjusting printer and photocopier settings. Report systems and mechanical problems to the appropriate area.
- Maintain stacks and search for missing items.
- Make decisions and recommendations in situations where no established policy or procedure exists but there has been a past-practice or precedent set which can be referred to.
- Responsible for ensuring coverage for absences by referring to an on-call schedule and contacting the next available employee.
- Set up and maintain filing systems, both electronic and hard copy.

Supervision

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff.

Qualifications

- 2 year Community College diploma in Library and Information Technology.
- Requires 2 years of relevant experience.

Effort

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 3.5 hours of moderate physical effort for activities such as:
 - Standing while assisting library patrons and while shelving and filing materials.
 - Transport loaded book trucks throughout the library.
- 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, responding to inquiries, inputting data into databases, and processing payments.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
 - Explaining departmental policies and procedures to patrons and enforcing them when necessary.
 - Making decisions and recommendations where no established policy or procedure exists but there has been a past-practice or precedent set which can be referred to.
 - Applying an understanding of the broader context and philosophy of both the library and the University to serve patron needs.
 - Interpreting bibliographic references.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally handles books that are musty.
- Occasionally exposed to loud and irritating noises from the lobby while working at the circulation desk.

Psychological Environment:

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

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 #:	JD00452	Pay Grade:	5
JD Title:	Library Assistant (Circulation/Reserves)	Total Points:	385
Job Family:	Library		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.0	23
	5. Education and Experience	D2	56
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	2.0	11
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.5	53
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5