

## 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>JD00522</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Library Assistant (Educational Liaison &amp; Reference)</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 education programs, including research help, library skills instruction, and curriculum support. Requires a thorough knowledge of library policies, procedures and systems.

### Representative Duties & Responsibilities

- Deliver library skills instruction sessions regarding activating off-campus library access, catalogue searching, citation management software, and database searching.
- Design new training materials for library skills instruction sessions.
- Coordinate with others to schedule library training sessions.
- Maintains information resources for designated educational programs.
- Review, interpret, and communicate applicable library policies, procedures and guidelines to staff and patrons.
- Gather and compile information required to update information on library resources and services.
- 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.
- 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.
- Advise patrons on how to search, locate, and retrieve information from various library databases.
- Provide interlibrary loan services for designated groups 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 regarding the borrowing of library materials from other libraries.
- Ensure that reference questions are answered in a timely manner and follow up appropriately.
- Determine eligibility for online library access based on established policies.
- Exchange library system and procedure information with colleagues and users.
- Apply an understanding of the broader context and philosophy of both the library and the University to serve patron needs.
- 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.
- Refer requests to the appropriate internal and external sources and offer alternatives as required. 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.
- Follow standard procedures to assist patrons in difficult situations by referring them to Security Services.
- Maintain the confidentiality of patron information.
- Attend and participate in meetings.
- Update and maintain knowledge of the operational and administrative processes related to the functions of

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## **Representative Duties & Responsibilities**

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departmental and library wide policies and procedures.

- Set up and maintain filing systems, both electronic and hard copy.

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## **Supervision**

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- No formal supervision of others is required.
- Provide orientation and show procedures to others.

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## **Qualifications**

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- Bachelor's degree in a relevant field of study.
- 2 year Community College diploma in Library and Information Technology.
- Requires 4 years of relevant experience, including two years for the completion of a diploma in Library and Information Technology.

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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.
  - Moving and carrying moderate weight or awkward objects.
- 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:
  - Providing 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.
  - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
  - Interpreting bibliographic references.
- A typical work day consists of up to 2 hours of high mental effort for activities such as:
  - Developing training materials for instruction sessions

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## **Working Conditions**

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### **Physical Environment:**

- Occasionally handles books that are musty.

### **Psychological Environment:**

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

### **Health & Safety:**

- Occasionally travels to other sites to conduct training sessions.

# Job Description Rating Sheet

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JD #:	<b>JD00522</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Library Assistant (Educational Liaison &amp; Reference)</b>	Total Points:	<b>435</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>E3</b>	100
	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>2.5</b>	37
	10. Responsibility for Others	<b>1.0</b>	10
	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