

## 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 #:	<b>JD00523</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Library Assistant (Circulation/Fines/Students)</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Library</b>		

---

### 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

- Compile and organize existing training material to provide to new work-study employees.
- Review work-study applications and provide comment to manager prior to the selection of candidates for interviews.
- Participate in the interview process for work-study employees and provide recommendations to manager for review and consideration.
- Coordinate the training schedules and requirements for new work-study employees and maintain documentation of the training that has been completed and outstanding.
- Revise shift schedules for work-study employees due to absences, based on a master schedule and call-in list.
- Monitor duties being performed by work-study employees, and reassign work as required during the day.
- Track and monitor work-study employee hours and payments.
- Prepare and submit work-study employee timesheets.
- Track overdue materials that have not been returned by patrons and contact them to request the return of materials.
- Investigate, 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.
- Collect payments for borrower cards, fines, and replacement charges as required.
- Exchange library system and procedure information with colleagues and users.
- Write correspondence and memos to library users.
- 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.
- Report building maintenance problems, as they arise.

## Representative Duties & Responsibilities

- 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.
- 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.
- 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 and volunteers.
- Provide orientation and show procedures to others.

## 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.

### **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 #:	<b>JD00523</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Library Assistant (Circulation/Fines/Students)</b>	Total Points:	<b>385</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>2.0</b>	23
	5. Education and Experience	<b>D2</b>	56
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>2.0</b>	11
	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>2.5</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