



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 #:	JD00371	Pay Grade:	4
JD Title:	Library Assistant (Circulation/Collection Maintenance)	JD FTE Hours:	35
Job Family:	Library		

General Description

Responsible for providing services to support patrons’ daily use of library resources and services. Works independently within established guidelines under general supervision.

Representative Duties & Responsibilities

- 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.
- Identify 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 and memos using templates.
- Gather and compile information for a variety of purposes.
- Determine eligibility for borrower cards based on established requirements.
- 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.
- 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.

Representative Duties & Responsibilities

- Set up and maintain filing systems, both electronic and hard copy.
- Identify and repair materials with minor damage including, but not limited to, loose hinges and loose pages, and report major damage and lost items to the appropriate area.
- Process routine borrowing and lending requests.
- Manually add labels and protective covers to new materials in a variety of hard-copy formats and where required update with errata revisions.
- Collect materials from all campus libraries' stacks and determine corresponding charges and prepare invoices based on established procedures as part of the document delivery service.
- Maintain new book and current journal issue display areas.
- Open and distributes incoming mail and faxes, handle outgoing mail and arrange courier shipments as required.
- Clean filters in entry and exit gates.

Supervision

- No formal supervision of others is required.
- Provides orientation and shows procedures to others.

Qualifications

- 2 year Community College diploma in Library and Information Technology or related field.
- Requires minimal pre-job experience.

Effort

Physical Effort:

- A typical work day consists of up to 3.5 hours of low physical effort for activities such as:
 - Conducting catalogue searches, filing, and inputting data into databases.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
 - Transporting loaded book trucks throughout the library.
 - Standing while performing a variety of tasks including, but not limited to, shelving and filing materials.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of greater than 3.5 hours of routine mental effort for activities such as:
 - Shelving, filing, and retrieving library materials.
 - Maintaining stacks and searching for missing items.
 - Conducting database searches for bibliographic references.
 - Updating and maintaining database information.
 - Searching the library catalogue for materials.
 - Processing routine check-in and check-out of library materials and equipment.
 - Processing routine borrowing and lending requests.
- A typical work day consists of up to 3.5 hours of moderate mental effort for activities such as:
 - Responding to inquiries that are specific in nature and require knowledge of established departmental policies and procedures.
 - Explaining departmental policies and procedures to patrons and enforcing them as required.
 - Making 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.
- 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 workstation during assigned times.
- Frequently deals with competing requests from library patrons.
- Occasionally interacts with library patrons who may be rude or upset.
- Occasionally exposed to dust and dirt when cleaning filters.

Health & Safety:

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