

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 #:	JD00527	Pay Grade:	5
JD Title:	Library Assistant (Technical Services and Circulation)	JD FTE Hours:	35
Job Family:	Library		

General Description

Responsible for the acquisition, cataloguing, and access of collection resources in various formats. Maintains access to electronic resources and the integrity of the online catalogue through the creation, revision, and deletion of all bibliographic and related records for all formats. 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

- Set up and maintain filing systems, both electronic and hard copy.
- Sort, file, shelve, and retrieve materials in a variety of formats.
- Write a variety of documents including, but not limited to, correspondence and procedure manuals.
- Gather information from various sources and conduct pre-order searches.
- Receive and process resource requests for patrons and send notice when materials are available for pick-up.
- Generate information resource use reports by extracting data from the catalogue and other databases as required.
- Monitor accounts for appropriate fund availability.
- Develop and maintain positive relationships with vendors.
- Investigate supplier availability and obtain pricing information for library materials.
- Ensure subscriptions are renewed and paid for on an annual basis to avoid interruption to service.
- Verify that invoices reflect the accurate cost of the product and contain the terms for renewal.
- Select appropriate existing vendor and generate purchase orders.
- Receive and inspect all library information resources.
- Claim purchases and renewals that have not been received or for which electronic access has been lost.
- Create spreadsheets and input information required to perform calculations including, but not limited to, percentage price increases and proportions of consortia and shared purchases.
- Gather and compile information related to acquisition statistics.
- Catalogue the library's collection using established classification schemes, subject headings, and formats for bibliographic and authority data.
- Conduct database and online searches for vendor, publisher, and holding information.
- Search databases in order to verify and import suitable catalogue records into the library system.
- Extract, interpret, and integrate information from a wide variety of traditional and non-traditional resources.
- Create, edit, and delete bibliographic and related records.
- Test library system software upgrades by verifying the parameters for indexing, sorting, and displaying information, and refers any issues to others for resolution
- Explain relevant cataloguing rules and codes to library staff and patrons.
- Provide advice and training on how to find bibliographic information to library staff and patrons.
- Locate and update new uniform resource locators for broken links.
- Provide and maintain access to electronic journals for library patrons.
- Identify and troubleshoot connectivity problems, browser problems, and linking problems for online resources.
- Review package title lists, identify migrating titles, and locate a new source for the item.

Representative Duties & Responsibilities

- Receive and resolve patron complaints and vendor issues and report publisher's website errors to the publisher.
- Ensure that resource questions are answered in a timely manner and follow up appropriately.
- 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.
- 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.
- 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 searches in bibliographic databases 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 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.
- 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.

Supervision

- Ensure adherence to quality standards and procedures for short-term staff and volunteers.

Qualifications

- 2 year Community College diploma in Library and Information Technology or related field.
- 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 word process correspondence and input data into databases.
 - 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 and while shelving and filing 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:
 - Collecting routine information, filing documents, word processing routine documents such as correspondence and forms, and inputting data into databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Extracting, interpreting, and integrating information from a wide variety of traditional and non-traditional resources.
 - Creating, editing, and deleting bibliographic and related records.
 - Generating information resource use reports by extracting data from the catalogue and other databases as required.
 - Identifying and troubleshooting connectivity problems, browser problems, and linking problems for online resources.
 - Testing library system software upgrades to determine the parameters for indexing, sorting, and displaying information.
 - 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.
- 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:

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

Health & Safety:

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