

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 #:	JD00560	Pay Grade:	7
JD Title:	Senior Reference Assistant (Reference and Interlibrary Loans)	JD FTE Hours:	35
Job Family:	Library		

General Description

Responsible for providing a variety of services to users and support for Library Services staff including research help, interlibrary loans, and the safe keeping of library resources. Provides information to patrons pertaining to reference services within the library and demonstrates the use of library search tools.

Representative Duties & Responsibilities

- 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.
- Provide interlibrary loan services for designated groups that requires requesting, receiving, and distributing resources between libraries across various organizations.
- 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.
- Advise patrons on how to search, locate, and retrieve information from various library databases.
- Deliver library skills instruction sessions regarding activating off-campus library access, catalogue searching, citation management software, and database searching.
- Ensure that reference questions are answered in a timely manner, and provide advice on the appropriate follow up.
- Apply an understanding of the broader context and philosophy of both the library and the University to serve patron needs.
- Evaluate the monograph collection and make recommendations on whether titles should be kept, replaced with a more current volume, or weeded from the collection.
- Write a variety of documents including, but not limited to, correspondence and procedure manuals.
- Write formal notes and records including, but not limited to, security incident reports and memos from templates.
- Use a variety of automated library systems to place requests for library patrons and respond to requests from other libraries regarding the borrowing and lending of library materials.
- Maintain knowledge of interlibrary loan systems and test system upgrades.
- Coordinate staff workflow in interlibrary loans by preparing procedure documents, training staff on procedures, delegating tasks to others, and monitoring the progress and quality of the work being completed.
- Create and monitor shift schedules for designated areas.
- Gather and interpret library statistics for designated areas.
- 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.
- Assist others with research requests and special projects.
- Review, interpret, and communicate applicable library policies, procedures and guidelines to staff and patrons.
- Exchange library system and procedure information with colleagues and users.
- Explain departmental policies and procedures to patrons and enforce them when necessary.
- Refer requests to the appropriate internal and external sources and offer alternatives as required.
- Follow standard procedures to assist patrons in difficult situations by referring them to Security Services.
- Maintain the confidentiality of patron information.

Representative Duties & Responsibilities

- Determine eligibility for online library access based on established policies.
- Maintain accurate records for all incoming and outgoing interlibrary loan materials.
- Update and maintain knowledge of the operational and administrative processes related to the functions of departmental and library wide policies and procedures.
- 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.
- Sort, file, shelve, and retrieve materials in a variety of formats.
- Maintain stacks and search for missing items.
- Set up and maintain filing systems, both electronic and hard copy.
- Attend and participate in meetings.
- Use point of sale machine to process financial transactions.

Supervision

- Provide direction to others in how to carry out work tasks.

Qualifications

- 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.

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, maintain records, and word process a variety of documents.
 - 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.
- 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, and inputting data into databases.
- 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.
 - Advising patrons on how to search, locate, and retrieve information from various library databases.
 - Delivering library skills instruction sessions regarding activating off-campus library access, catalogue searching, citation management software, and database searching.
 - Making decisions and recommendations in cases where no established policy or procedure exists but there has been a past-practice or precedent set which can be referred to.
 - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with library patrons who may be rude or upset.
- Frequently deals with competing library patron requests and research inquiries.

Health & Safety:

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