#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Electronic Resources Associate

**Job Number:** L-041 | VIP: 1293

**Band:** OPSEU- 6

**Department:** Library & Archives

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  July 10, 2023

#### **Job Purpose:**

The Electronic Resources Associate supports the effective acquisition, activation, administration, and maintenance of library electronic resources. As a key member of the Acquisitions team, the incumbent is responsible for ensuring electronic resources access through liaising with vendors, requesting quotes and trials, activating new resources, troubleshooting access issues, and tracking electronic resources purchases and renewals as well as licence agreements. Other responsibilities include supporting teaching and learning in the Trent community by providing information and fulfillment services at the Library Service Desk. Shares responsibility for covering service points during all operating hours including evenings and weekends, and indirect supervision of student employees.

#### Key Activities:

##### Electronic Resources

* Activates new electronic resources and trials, including establishing administrative accounts on vendor websites, providing IP ranges to vendors, gathering access URLs, activating resources and portfolios in the library management system (Alma), and updating the A-Z list.
* Tests access to electronic resources, and acts as the initial contact for troubleshooting connection problems to electronic resources, escalating issues and set up requirements to Library Systems as appropriate
* Assists with exploration of new electronic resources, including researching and gathering product information, verifying access options, arranging trials and product demonstrations
* Creates and maintains electronic resource records in the library management system (Alma)
* Supports existing access to electronic resources, including regularly updating the A-Z list, maintaining administrative accounts on vendor platforms, and updating access information (IP ranges, URLs, etc.)
* Tracks and maintains administrative records for electronic resource acquisitions within the Library Services Platform (LSP) and other tracking systems.
* Enters and updates permitted uses information for locally and consortially acquired licensed electronic resources in the LSP and other tracking systems as directed by the Scholarly Resources Librarian.
* Maintains signed license agreements, whether in paper or digital format, including versioning.
* Assists with Electronic Resources special projects as assigned by the Scholarly Resources Librarian.

##### Library Service Desk

* Triages incoming questions in person, via telephone, and online/via email. Responds to Library Services questions and general information requests in a professional and timely manner and redirects all other requests and questions as appropriate.
* Provides general reference services to assist patrons in clarifying and interpreting their information needs and recommending appropriate materials and sources to meet users’ needs.
* Instructs patrons in the use of the library’s discovery system, databases, and other electronic tools.
* Provides effective front-line customer service, resolving or escalating patron concerns and troubleshooting issues with library technology such as the library discovery system, online databases, and room booking systems.
* Performs the complete range of circulation duties including loans, returns, holds, transits, digitization, bookings, and fines and fees processing.
* Assists with processing of physical items for course reserves.
* Assists patrons with use of microfilm and microfiche readers.
* Registers exempt patrons and external borrowers within the Library Services Platform (LSP), and issues library cards as appropriate.
* Understands, communicates, and enforces library policies and procedures.
* Performs all opening and closing procedures at the service desk.
* In the event of an emergency, follows emergency protocols. Acts as and maintains training as a fire marshal for Bata Library and acts as primary contact for matters related to security and emergency services during evening and weekend shifts.
* Records statistics related to inquiries and patron numbers.
* Provides general library support as needed, including shelving, searching for, retrieving, and processing library materials, processing incoming and outgoing mail including resource sharing materials, and locks and unlocks main library doors.
* Under the direction of the unit manager, creates and posts social media content for the Library Services unit across multiple social media channels.

##### Human Resources

* Following priorities outlined by the Library Services Desk & Fulfillment Coordinator and the Resource Sharing Coordinator briefs, directs, and supervises Library Services student assistants when working on the Library Service desk.
* Assists Library Services Desk & Fulfillment Coordinator and the Resource Sharing Coordinator with ongoing training of Library Services student assistants working at the Library Service desk.
* In the absence of Library Services Desk & Fulfillment Coordinator and the Resource Sharing Coordinator, assists with modifying Library Services student assistants’ schedules as needed.
* In the absence of the Facilities & Physical Collections Coordinator, briefs, directs, and supervises Facilities & Physical Collections student assistants.
* Shares regular feedback on Library Services and Facilities & Physical Collections student assistants’ performance with their direct supervisor.

##### Other

* Contributes to Library & Archives special projects as required.
* Facilitates learning related to information services in both formal and informal sessions.
* Sits on Library & Archives committees as needed and with the approval of the unit manager.
* Performs other duties as assigned by the unit manager.

#### Education Required:

* An undergraduate university degree (3 year) required ***and***  
  a Library & Information Technician Diploma or an acceptable equivalent combination of education and experience.

#### Experience/Qualifications Required:

* Minimum two (2) years of experience in libraries (academic libraries preferred), including at least one (1) year of experience working with an Integrated Library System (ILS) or Library Services Platform (LSP).
* Excellent customer service and interpersonal skills, with demonstrated tact and diplomacy, and a strong commitment to the promotion of positive public relations amongst users and staff.
* Experience supporting electronic resource management and/or licensing
* Experience with ExLibris’ Alma Library services platform is an asset.
* Demonstrated experience performing circulation services.
* Experience searching library catalogue and databases in Windows/Mac environments.
* Proficiency with Microsoft Office, including strong knowledge and experience with Excel, and comfortable learning and using new technologies and applications.
* Excellent verbal and written communication skills
* Ability to work both independently and as part of a team, with awareness of when to proceed individually and when to consult with others.
* Accuracy and attention to details in a complex and fast-paced work environment
* Demonstrated analytical ability and problem-solving skills.
* Highly motivated, with demonstrated ability to use sound judgment, make decisions independently, and take initiative.
* Demonstrated time management skills with the ability to handle and prioritize a high volume of demands and work under pressure.
* Demonstrated willingness to pursue additional education and training to complement the learning environment reflected in a progressive academic library.
* Ability to maintain current knowledge of relevant and rapidly changing trends and issues with electronic resource products and vendors, and in the field of electronic resource management.
* Physical ability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 15 kilograms.
* Able to commit to and be flexible in work schedule, including working daytime, evenings, and weekends.

#### Supervision:

* Indirectly supervises and directs the activities of student employees working at Bata Library.

**Job Evaluation Factors:**

##### Analytical Reasoning

Requires analytic reasoning to apply to responsibilities that are diverse and somewhat complex, requiring judgement and adapting methods to arrive at solutions. Situations are broad in scope. Recommendations for standard practice are in place for many (but not all) situations.

Examples:

* Service Desk:
  1. At times is the only staff member in the library (evenings/weekends) and may have to analyze a wide range of information when alone and adapt based on the situation to determine appropriate actions. This can include emergency situations.
  2. Working with numerous systems, staff generally attempt to follow documentation. However, in some circumstances a discovery and exploration-based approach is needed.
  3. When there’s a problem with access to material, staff discuss possible solutions with the patron. “This link appears to be broken; I will report the problem to our library systems staff,” or “This database is providing only the citation; to obtain the full text you will need to use our interlibrary loan system; can I show you how to do that?” or “This provider of this e-book only allows one person at a time to access the e-book. You will have to wait to access it, or we can look for other ways to access this book.”
  4. Staff must quickly figure out and adapt to the user’s communication abilities and preferences. For example, for every interaction staff need to be asking themselves: Is English this person’s second language? How many seconds of silence do they need before they start speaking? What level of technical knowledge do they possess? Are they hard of hearing? Are there any background psychological factors impacting the communication, such as anxiety, stress, cultural or personal issues normally dealt with at Student Accessibility Services or other support services?
  5. Changes to fulfillment workflows and processes may happen at any time in response to new challenges or needs, updates to the Library Services Platform (LSP), or as part of the Collaborative Futures development. Coordination with the Library Services Manager, Durham Campus LLC Manager, Systems Librarian, and other units is required to determine the impact of changes to procedures, and to ensure workflows, documentation, and training minimizes negative consequences to library users and employees. Significant knowledge of LSP configuration options and impacts of changes is required.
* Electronic Resources

  2. Understanding how the proxy server works and testing access using it. Analysis is required to trouble shoot access issues, to determine the nature of the problem and under what circumstances it occurred, evaluating different options to resolve the situation, and carrying out solutions for simple issues and escalating more difficult ones.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required. Staff receive occasional supervision but are often alone. Decisions usually involve determining the best process or deciding what level of service to provide, in a specific situation.

Examples:

* Service Desk:
  1. Research questions: deciding how much information the patron can absorb, selecting appropriate resources for the question; deciding when the researcher should be directed to someone else.
  2. Fulfillment: working at the Service Desk, a patron owes money but says they have paid the fine and need the item for an assignment due tomorrow – decide whether to override policy, considering the ramifications of doing so. When to elevate this higher, considering time restrictions.
  3. A patron owes money but says they have paid the fine and need the item for an assignment due tomorrow – decide whether to override policy, considering the ramifications of doing so. When to elevate this higher, considering time restrictions.
* Electronic Resources:
  1. E-resource collections can include many thousands of items in them, with different editions of a title, and a title can be in more than one collection. It’s vital to select the correct items to activate.
  2. Must decide when to resolve a problem and when to escalate it to a librarian.

##### Impact

Impact on the organization is likely to extend to other workgroups and may also have moderate effect on clients and service partners. Errors are difficult to identify and correct. Errors that go undetected affect individuals, but rarely affect recommendations or actions affecting the University.

Example:

* Service Desk:
  1. Failure to respond respectfully and effectively to patron requests or concerns may impact patron satisfaction and institutional reputation.
  2. Failure to respond appropriately to emergency situations in the library may result in severe or imminent safety risks to students, staff, and faculty, as well as damage to library facilities and/or physical library collections.
  3. Incorrect information provided for research questions impacts students’ ability to complete course work satisfactorily; incorrect information provided to instructors impacts their ability to teach courses.
  4. Mistakes have implications for colleagues who staff the desk, as uneven levels of service can be provided.
  5. Interactions between library staff and students will impact student satisfaction with library services and, more broadly, student retention rates.
  6. Performing an override to help a patron may result in the loss of the material, fines, or inability to supply the item to another patron.
* Electronic Resources:
  1. Materials that are not correctly activated in the system or updated in the A-Z list will be unavailable to students and researchers, even though they have been purchased.
  2. Errors in licence information tracking can have legal consequences, if prohibited uses are not accurately represented.

##### Responsibility for the Work of Others

Indirect responsibility:

* 1. Student Library Assistants – part-time student employees
  2. Following priorities outlined by direct student assistant supervisors, directs and supervises student assistants when working on the Library Service desk.
  3. Assists direct student assistant supervisors with ongoing training of Library Services student assistants when working at the Library Service desk.
  4. In the absence of the student supervisor, assists with modifying student assistants’ schedules as needed.
  5. Shares regular feedback on student assistants’ performance with their supervisor.

##### Communication

Communication involves the ability to clarify ideas and messages and to summarize or synthesize information according to the audience’s need. Must use judgement in discussing problems, presenting information, and making recommendations. Communication is with people at a variety of levels.

Internal: Students, Faculty, Administrators, Registrar, Finance, Payroll, Facilities, Security, Department AAAs.

External: Members of the public, other libraries, vendors.

Examples:

* Service Desk
  + The Library Service Desk is the first point of contact for any Library questions or issues. Evenings and weekends, these are the only staff on site, so they must be able to communicate with any individual who enters the library. The library is a public building, so anyone can walk in. Questions can range from simple and directional ones to in-depth research queries.
  + Required to respond to people in person, by phone and online.
  + First point of contact for message sent to the general library email.
  + Explain rules and regulations to library patrons. This includes collecting fines and recalling items.
  + Discussing fines/loans with patrons (confidential).
* E-portfolios can be extremely complicated, involving thousands of titles, and not all of them have been purchased. There is often communication back and forth with co-workers or vendors regarding exactly which titles should be included.
* Acquisitions for electronic requires extensive communication with vendors to activate new resources and trials, , confirm licenses and details of subscription access (dates, volumes, issues), resolve proxy issues, etc.

##### Motor/ Sensory Skills

Requirement for some level of precision, with some tolerance allowed. Keyboarding and basic manipulation of devices such as computer mouse, scanner, telephone, moving books.

Motor Skills:

* Fine Motor Skills: data entry via keyboard, mouse, scanner
* Dexterity - precision in manipulating a telephone, lifting books, pushing carts

Sensory Skills:

* Hearing: responding to queries at the Service Desk
* Sight: read barcodes, book spines, etc.

##### Effort

Work involves some effort which is not common to most jobs and requires physical demands such as remaining motionless for long periods of time, keyboarding for extended periods, moderate amounts of lifting, stretching, bending, standing, walking. Visual and mental demands involve periods of sustained concentration, sometimes in a busy environment with interruptions and distractions. Effort required causes moderate fatigue.

Examples:

* Multiple competing demands participates in a variety of library services, deals with patron requests through multiple channels (in person, online, and via telephone), supports multiple Library & Archives units.
* Extended periods of visual attention and sustained concentration: compiling data, inputting information into library systems while verifying accuracy; undertaking complex scheduling, reviewing, or testing detailed fulfillment procedures and intricate workflows.
* Dealing with frequent interruptions while working at the Service Desk.
* Ability to self-regulate under stressful and demanding circumstances.
* Ability to maintain a calm and professional attitude in emergency situations.

##### Working Conditions

Generally acceptable working environment with moderate exposure to disagreeable elements which may have some consequences on well-being.

Psychological Conditions:

* Complaints: from patrons regarding access to library collections, fines and fees, policies, availability of library space, noise, etc.
* Multiple competing demands - nature of the work results in unavoidable busy periods.
* Frequent interruptions.
* Confidentiality requirements.
* Stress due to possible emergency situations and dealing with them alone.
* Possibility of hostile situations involving stressed patrons or members of the public.
* Must be able to work evenings and weekends when required.