#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Archives & Reading List Associate

**Job Number:** L-071 | VIP: 1288

**Band:** OPSEU- 6

**NOC:** 5211

**Department:** Library & Archives

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  June 22, 2022

#### **Job Purpose:**

The Archives & Reading List Associate contributes to the delivery of public services and the development of technology-rich scholarly resources throughout the Library & Archives.  Under the direction of the Manager of Library Services, the incumbent supports services for users including fulfillment, resource discovery and delivery, and related services provided by the Library & Archives.  The incumbent is the lead staff member supporting Course Reading Support.  Other responsibilities include providing guidance on the use of restricted collections and technological facilities, as guided by a librarian/archivist, and indirect supervision of student employees.  Shares responsibility for covering service points during all operating hours including evenings and weekends.

#### Key Activities:

##### Archives

* Assists researchers in the Archives Reading Room. Responds to requests and questions, and monitors usage of Special Collections and Archives materials.
* Retrieves and reshelves Special Collections and Archives materials.
* Responds to requests for course outlines and remote research requests by scanning materials and sending to the requester.
* Undertakes Special Collections cataloguing as assigned by the Archivist, and under the guidance of the Systems Librarian.
* Assists with Archives special projects as assigned by the Archivist.

##### Course Reading Support

As the Course Reading Support Triage lead:

* Assists the unit manager with reviewing, assessing, and updating workflow, and procedures for triaging and processing course reading lists.
* Responsible for creation and maintenance of Course Reading List triage documentation.
* Trains staff in triaging course reading lists.
* Collaborates with the Library Services Desk & Fulfillment Coordinator to ensure triage procedures align with course reserves requirements.
* Contributes to discussions with librarians and managers regarding Course Reading Support workflows.

As a member of the Course Reading Support team:

* Triages reading lists within the Library Services Platform (LSP) to support access to course materials, by reviewing citations, completing processing steps based on material type and status, and re-assigning lists to other teams as needed.
* Troubleshoots incomplete citations by reviewing bibliographic information and determining the correct resource or escalating the citation to a librarian.

##### Digital Services

* Supports activities related to digital scholarship, as assigned by a librarian/archivist, including the migration, transcription, and digitization of native formats including print (books, manuscripts, photographs) audio, video and born-digital in keeping with policies established by the librarian and archivist.
* Applies descriptive standards, identifiers, and metadata standards to locally created digital resources for institutional repository and archives as directed.
* Supports processing of submissions received from authors to the institutional repository as directed.
* Performs quality control for digital collections.
* Under direction of a librarian, assists patrons on the use of technological facilities.

##### Copyright

* Processes copyright requests regarding course materials by consulting copyright guidelines and may include scanning works or creating persistent links in the learning management system.
* Triages copyright information requests from Trent University’s faculty, staff, and students and with the copyright team, responds to requests.
* Under the direction of the copyright manager, develops educational materials with the copyright team for Trent University’s faculty, staff and students outlining the rights, responsibilities and restrictions found in Canadian Copyright Act, and includes posting educational materials.
* As a member of the copyright team, assists with management of copyright licences in the context of a variety of formats including reprography, digital copying, and public performance rights; under the direction of the copyright manager, seeks permissions and appropriately exercises rights provided through other contracts and legislation.
* Stays abreast of copyright policies and Canadian Copyright Law and Fair Dealing guidelines as they apply to higher education and recommend revisions of Trent University’s procedures.
* As a member of the copyright team, assists with the development of institutional copyright policies.

##### 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) or archives, including at least one (1) year of experience working with an Integrated Library System (ILS) or Library Services Platform (LSP).
* Minimum one (1) year of experience with digitization in an academic or archival environment, including use of scanning technologies.
* 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.
* Demonstrated experience performing circulation services.
* Experience searching library catalogue and databases in Windows/Mac environments.
* Proficiency with Microsoft Office, Adobe, HTML, XML, and comfortable learning and using new technologies and applications.
* Familiarity with a broad range of photo and image editing tools including Adobe Suite and OCR software.
* Familiarity with handling fragile and ephemeral materials.
* Familiarity with descriptive standards and metadata schemes (MARC, RDA, EAD, RAD).
* Excellent verbal and written communication skills
* Ability to work both independently and as part of a team, with awareness of when to take initiative and when to consult with others.
* Accuracy and attention to details in a complex and fast-paced work environment.
* Demonstrated analytical ability, initiative, and problem-solving skills.
* Good judgment and ability to make decisions independently.
* Demonstrated time management skills with 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.
* Physical ability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 20 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 the Bata Library Service desk.

**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. Loaning material is done during scheduled Library Services desk shift and follows established procedures and documentation. If an unforeseen issue arises, it is escalated to the Coordinator or the Manager of Library Services.
* Copyright:
  1. Staff evaluate file distributed to students or used in courses, in order to determine if it abides with copyright Fair Dealing legislation. This requires ascertaining the source of the document and interpreting legal documentation.
* Course Reading Support:
  1. Reading document information supplied by instructors on reading lists and matching it to existing library materials or noting that it’s not available and sending it for further consideration. Where the materials are available online, providing accurate links. Where the information provided isn’t complete, using discretion and skills to ascertain what the intended material is. It’s important to recognize the difference between different editions and formats of an item and noting discrepancies.
  2. Interpreting citations based on incomplete or incorrect information provided by the creator of the list.
* Metadata, Electronic Portfolios & Physical Processing:
  1. Searching for existing items in databases, ensuring that all data matches precisely, and linking them. If data does not match, activating new portfolios, editing existing portfolios, or creating new portfolios.
  2. Applies appropriate descriptive standards and metadata to specialized and unique digital collections material, according to internationally established practices, often when no existing records exist.

##### 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.
* Copyright:
  1. Does the file represent more than the acceptable percentage of the work? Does copyright apply to this document? Is there an exemption? Is it reasonable use? Has copyright expired?
* Course Readings Support:
  1. Use best judgement to decide how to process complex or confusing citations correctly, or if they should be elevated to a librarian.
* Metadata & Digital Services:
  1. Digital Collections may require choosing from a variety of options to apply, but difficult decisions can be elevated to a supervisor.

##### 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.
* Copyright:
  1. A poor decision on copyright approval could result in legal proceedings for the University and damage Trent’s reputation.
  2. Inaccurate educational materials can lead to poor decisions by instructors.
* Course Readings Support:
  1. If a list item is linked to the wrong edition or version of a course reading, students will waste time reading the wrong material and will be unprepared for class.
  2. If items are passed on to librarians unnecessarily, librarian time is taken from other tasks.
  3. Items missed on a list will be unavailable for students when needed for course work.
  4. Mistakes at the triage level of Reading lists cause staff time to be drained to fix things at the Purchasing level or at the Copyright level.
* Metadata & Digital Services:
  1. If a mistake is made, an item in the collection could be impossible to find or could be misleading. Items in the consortium could be undiscoverable if a mistake is made, affecting access at other libraries who share our database.
  2. Errors in digitizing can cause the documents to be inaccessible.

##### Responsibility for the Work of Others

Responsibility is primarily for the correct completion of work, but generally working along with those supervised.

**Indirect responsibility:**

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

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).
* Copyright:
  + Follow up with instructors to clarify details of a document they plan to distribute to a class, explain why a request was denied or explain Fair Dealing.
  + Web pages and educational materials, as well as instruction.

##### 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.