#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Physical Collections & Processing Associate

**Job Number:** L-094 | VIP: 1759

**Band:** OPSEU- 6

**Department:** Library & Archives

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  June 22, 2022

#### **Job Purpose:**

Under the direction of the Manager, Library Services, the incumbent supports the effective and efficient operation of library physical collections, including physical processing. Other responsibilities include digitization and support for digital services, providing information and fulfillment services at the Library Services Desk, supporting reading list processing as a member of the Course Reading Support team, and indirect supervision of student employees. Shares responsibility for covering service points during all operating hours including evenings and weekends.

#### **Key Activities:**

##### Physical Collections

* Assists the Facilities & Physical Collections Coordinator with tasks that ensure the spatial capacity for the physical collection, including those related to calculating space, assessing weight, determine appropriate shelving, and ensuring adequate bracing support.
* Assists with the assembly, disassembly, and moving of shelving units.
* Assists with tasks related to maintenance of the physical collection, including shifting the collection and updating stack signage.
* Identifies materials in poor condition or with labeling problems within Bata Library and routes materials for assessment or preservation.
* Assists with the transfer and retrieval of materials to off-site storage.
* Reviews reports related to inventory and fulfillment status of physical materials and performs associated searching and verification tasks as appropriate. Participates in search protocols within Bata Library for missing library materials.
* Contributes to weeding, inventory, labelling, and other projects involving physical collections as directed by a manager or librarian.
* Assist with the retrieving and reshelving of boxes and Special Collections materials in the Archives as needed as directed by the University Archivist or their designate.

##### Physical Processing

* Processes incoming materials by entering and confirming accuracy of physical item information in the Library Services Platform (LSP) and applies appropriate labels and stamps according to Library guidelines.
* Triages damaged library materials for local repair, binding by contract bindery, or referral to the weeding/replacement workflow based on library guidelines. Creates work orders for damaged materials.
* Performs local repairs on non-archival library materials; maintains an inventory of repair tools and supplies.
* Coordinates regular binding shipments for the bindery contractor for all Library materials.
* Establishes, maintains, and tracks bindery orders ensuring that binding is done according to the ANSI/NISO standard for library binding.
* Monitors bindery budget allocation and reports projected balances to the Scholary Resources Librarian; keeps track of invoices and supporting documentation from contract bindery; estimates binding budget for new fiscal year.
* Processes discontinued, cancelled and withdrawn titles according to Library guidelines.

##### 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.

##### 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 direct student assistant supervisors, directs and supervises Library Services student assistants when working on the Library Service desk.
* Assists direct student assistant supervisors with ongoing training of Library Services student assistants when 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.

##### Course Reading Support

* 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.

##### Other

* Acts as backup to the Facilities & Collections Coordinator for daily pickup of internal mail and packages, and delivery of mail throughout the Bata Library building, including non-library stakeholder offices.
* Assists with installation, assembly, re-location, or removal of library furniture and fixtures.
* Assists Systems Librarian in manual reconciliation of electronic portfolios.
* 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).
* Minimum one (1) year of experience with digitization in an academic or archival environment.
* Familiarity with scanning technologies, photo/image editing software, and/or metadata standards.
* 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, 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 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.
* Experience with library collection maintenance and/or facilities maintenance is an asset.
* Experience Ex Libris Alma and/or Leganto is an asset.
* First Aid certification is an asset.

#### Supervision:

* Indirectly supervises and directs the activities of student employees working when working at the Bata Library Service desk
* Indirectly supervises and directs the activities of the student employees working in Facilities & Collections in the absence of the Facilities & Physical Collections Coordinator

**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:
  + 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.
  + Working with numerous systems, staff generally attempt to follow documentation. However, in some circumstances a discovery and exploration-based approach is needed.
  + 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.”
  + 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?
  + 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.
* Physical Collections:
  + Assists with installing appropriate shelving to hold the library collection, ensuring it is safely assembled and can be expanded and contracted as needed. Ensures stacks adhere to AODA standards.
  + Metadata, Electronic Portfolios & Physical Processing:
  + 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.
  + Applies appropriate descriptive standards and metadata to specialized and unique digital collections material, according to internationally established practices, often when no existing records exist.
* Course Reading Support:
  + 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.
  + Interpreting citations based on incomplete or incorrect information provided by the creator of the list.
* Student Management:
  + Analysis is required to determine the most appropriate course of action when students cannot fulfill their scheduled shifts, leading to referral to establish practice and possibly adjusting priorities to respond to this circumstance.

##### 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:
  + 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.
  + 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.
  + 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.
  + Metadata, Electronic Portfolios &Physical Processing:
  + Decisions regarding what modifications to make to new and existing items are made within a framework of established procedures and documentation, as are decisions regarding damaged items. Decisions outside of those procedures would be elevated to a librarian or manager.
  + Knowing when to use an existing record from the network zone versus downloading a new record from OCLC.
  + Digital Collections may require choosing from a variety of options to apply, but difficult decisions can be elevated to a supervisor.
* Course Reading Support:
  + Staff involved with Course Readings processing use best judgement to decide how to process complex or confusing citations correctly, or if they should be elevated 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:
  + Failure to respond respectfully and effectively to patron requests or concerns may impact patron satisfaction and institutional reputation.
  + 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.
  + 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.
  + Mistakes have implications for colleagues who staff the desk, as uneven levels of service can be provided.
  + Interactions between library staff and students will impact student satisfaction with library services and, more broadly, student retention rates.
  + 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.
* Metadata, Electronic Portfolios &Physical Processing:
  + Materials that are not correctly linked in the system will be unavailable to students and researchers, even though they have been purchased.
  + Since we share databases with 16 other Ontario university libraries, and participate in a worldwide network, mistakes can have consequences at other universities and libraries.
  + Errors in properly creating or attaching spine labels will impact both library patrons and staff ability to locate items. However, errors are likely to be identified through regular shelf reading processes, inventory processes, or staff handling of materials.
* Course Reading Support:
  + 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.
  + If items are passed on to librarians unnecessarily, librarian time is taken from other tasks.
  + Items missed on a list will be unavailable for students when needed for course work.
  + 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.

##### Responsibility for the Work of Others

**Direct responsibility:**

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

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.

##### 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:

* Use of hand tools and small power tools to assemble/dissemble shelving and some furniture.
* Fine motor skills: placement of library materials into specific locations and between other materials, keyboarding, mouse, scanner.
* Gross motor skills: handling and moving materials and book trucks
* Dexterity: use of hands and fingers to move and grasp materials for shelving with speed and accuracy
* Equilibrium: maintain balance when standing on a stool to shelve materials on upper shelves.
* Ability to climb ladders.
* 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.
* Smell: ability to detect noxious fumes

##### Effort

**Physical**

* Lifting/moving/carrying/pulling/pushing; heavy boxes, shipping and receiving items, furniture.
* Moving, installing, and repairing shelving units and storage cabinetry.
* Walking/standing/bending/stretching/kneeling; when shelving and handling library material, moving physical library material around on book trucks and placing library material on shelves above the head and below the knees.
* Pulling, pushing, loading, and stacking cargo and furniture dollies with heavy items.
* Awkward positions, on back, on knees and bending, when installing office equipment.

**Mental**

* 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.
* Required to work evenings and weekends.