#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Metadata Support Associate

**Job Number:** L-095 | VIP: 1765

**Band:** OPSEU- 6

**NOC:** 1451

**Department:** Durham Campus Library & Learning Centre

**Supervisor Title:** Manager, Durham Campus Library & Learning Centre

**Last Reviewed:**  June 22, 2022

#### **Job Purpose:**

The incumbent provides metadata support for library materials as directed by the Discovery & Systems Librarian, with a focus on identifying and addressing bibliographic records with missing or erroneous data, and correcting records according to professional standards and local guidelines. Under the direction of the Manager, Durham Campus Library & Learning Centre, the incumbent is also responsible for providing information and fulfillment services at the Library Services Desk, supporting copyright requests and queries as a member of the Copyright team, processing resource sharing requests as a part of the Resource Sharing team, and indirect supervision of student library employees. Shares responsibility for covering service points during all operating hours including evenings and weekends.

#### Key Activities:

##### Metadata Management

* Under the direction of the Discovery & Systems Librarian, creates or edits bibliographic and local name authority records in LSP as required.
* Catalogues materials according to library standards (including AACR2/RDA), local guidelines, and practices established by the consortia.
* Identifies problems and deficiencies with bibliographic records based on library standards, local guidelines, and consortial practices; corrects or refers for correction according to local guidelines.
* Identifies records that require enhancement to the Discovery & Systems Librarian, including those requiring original subject cataloguing and classification.
* Assists with creating and editing cataloguing processes and procedures as directed by the Discovery & Systems Librarian.

##### 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.

##### Course Reading Support

* 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.
* As a member of the Course Reading Support team, troubleshoots incomplete citations by reviewing bibliographic information and determining the correct resource or escalating the citation to a librarian.

##### Resource Sharing

As a member of the Resource Sharing team:

* Using specialized software, processes resource sharing requests for physical and electronic copies of other libraries’ materials for use by Trent students, faculty, and staff. Verifies requests, searches commercial databases and online resources, checks against local holdings, and identifies and selects appropriate locations to obtain requested item.
* Assesses and resolves material or service problems, determining the cause of the issue and with minimal supervision selects, explains, and implements appropriate solutions. Communicates with Trent students, faculty, and staff to clarify resources sharing policies and procedures and to resolve concern regarding their resource sharing requests.
* Uses advanced Resource Sharing techniques and standards to provide exceptional customer service and efficient delivery of materials, including conducting reference interviews as needed to confirm and correct bibliographic information provided by library clients.
* Provides ongoing instruction and support to a diverse population with varying degrees of understanding about Resource Sharing, including students, staff, faculty, student employees and colleagues at both libraries.
* Where applicable, assesses resource sharing fines and fees and applies fees to patron library accounts, ensuring accuracy of fees and calculating currency adjustments as needed.
* Using specialized software, processes resources sharing requests for physical and electronic copies of Trent library materials from other libraries, including locating and confirming availability of requested items. Reviews lending requirements and ensures they can be followed.
* Ensures materials supplied to fulfill requests at other libraries align with university copyright policies and/or are permitted under publisher licence agreements.
* Uses a variety of specialized hardware and software to create, manipulate, and deliver secure digital documents.
* Prepares outgoing materials, selecting the appropriate shipping method, and ensuring materials are secure, traceable, and identifiable.
* Effectively communicates with a diverse range of resource sharing partners and participants, including those at other institutions regionally, nationally, and internationally.

##### Library Service Desk

* Responds to incoming questions in person, via telephone, and online/via email in a professional and timely manner and redirects requests and questions as appropriate.
* Provides general reference services to assist patrons in clarifying and interpreting their information needs and recommends appropriate materials and sources to meet patrons’ needs.
* Records statistics related to inquiries and patron numbers.
* Provides basic instruction to patrons on how to conduct a search and gain access to materials and sources using the library’s discovery system and online databases (library-subscribed databases).
* Provides effective front-line customer service, resolving or escalating patron concerns and troubleshooting issues with library technology such as the library’s discovery system, and online databases.
* Performs the complete range of circulation duties including loans, returns, holds, transits, and fines and fees processing.
* Assists with processing of physical items for course reserves.
* Communicates with other DCLLC staff and Bata Library staff in a proactive manner to share information that brings about the successful delivery of services.
* Registers exempt patrons and external borrowers within the Library Service Platform (LSP), and issue library cards as appropriate.
* Understands, communicates, and applies library policies and procedures.
* Assists Manager with updating library policies, procedures, and workflows as they pertain to DCLLC.
* As sole Trent Durham GTA campus staff member on site evenings and/or weekends, answers basic questions about the Durham GTA Campus and Trent University.
* Assists patrons with basic computer usage at DCLLC such as logging on and printing, and basic troubleshooting for printers and photocopiers. For issues that require more expertise, notifies IT as necessary.
* Performs opening and closing procedures at the DCLLC during scheduled hours including unlocking and locking DCLLC doors.
* In the event of an emergency, follows emergency protocols. Acts as primary contact for matters related to security and emergency services during evening and weekend shifts.
* Provides general library support as needed, including shelving, searching for, retrieving, and processing of library materials, and processing incoming and outgoing mail including resource sharing materials.

##### Human Resources

* Following priorities outlined by the Manager, shares responsibility with other DCLLC staff for briefing, directing, and supervising student library employees, including developing task lists and workflows, and assigning extra duties as applicable.
* Shares responsibility with other DCLLC staff for ongoing training and assessing student library employees as directed by the Manager.
* Shares regular feedback on student library employee performance with the Manager.

##### Marketing & Communications

* Under the direction of the Manager, assists with DCLLC web content including identifying appropriate content, writing, formatting, and updating, ensuring accuracy and timeliness.
* Assists with development and creation of visual displays, including signage, bulletin boards, and display cases.
* Creates and posts DCLLC social media content across multiple social media channels in consultation with the Manager and the Social Media Committee.
* Creates instructional, information, and promotional materials as directed by the Manager.
* Provides information about the DCLLC to the Communications Committee.
* May be asked to be a DCLLC representative on the Communications Committee and contribute to the Communications Committee’s objectives.

##### Other

* Contributes to Library & Archives special projects as required such as events.
* 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 Manager.
* Performs other duties as assigned by the 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.
* Demonstrated experience performing circulation services.
* Experience searching library catalogue and databases.
* 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 15 kilograms.
* Interlibrary loan or other resource sharing experience is an asset.
* Experience Ex Libris Alma and/or Leganto is an asset.
* Certificate in Canadian Copyright Management and/or additional copyright courses are an asset.
* First Aid certification is an asset.
* 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 DCLLC

**Job Evaluation Factors:**

##### Analytical Reasoning

* Ability to analyze bibliographic records against library standards (including AACR2/RDA), local guidelines, and practices established by the consortia and determine what edits are required. Ability to analyze records and identify errors or omissions. Ability to determine best source for a record.
* Ability to analyze copyright inquiries including evaluating proposed use of copyrighted material and the amount of the material to be used, and assessing which of the relevant sections of the Canadian Copyright Act, third-party licensing agreements, and/or the university’s local copyright policies apply to the request in order to approve or deny the request.
* Ability to analyze a wide variety of patron questions and requests and a wide variety of established practices and defined policies to match the correct action to the patron’s specific needs. Ability to analyze research, fulfillment, information, and resource sharing questions, including clarifying the question; assessing patron’s experience level with library resources as well as their communication and learning needs; analyzing which library resources, services, or options best address the patron’s need; evaluating the efficacy of different sources and search strategies; and assessing if escalation to a librarian is required. In many circumstances a discovery and exploration-based approach is needed.
* When working as the only employees in the library (evenings/weekends), they must be able to assist or direct all patron questions, whether basic or complex. Must quickly analyze and apply specific library and general university procedures and knowledge without support from others, including supervising student employees and directing patrons to other campus services. As emergency protocols cannot cover all eventualities, in an emergency must quickly analyze a situation and apply established emergency protocols while also adapting to determine the best response to the specific incident and that best addresses the safety of those in the library.

##### Decision Making

* Decides which bibliographic records do not meet established standards and determines actions to address them. Decides when to use an existing record from the shared network zone, when to download a record from a vendor, and when to create an
* Determines which copyright exemption best applies to the request, approving or denying use of copyright materials, determining how much of the material can be used, and when to escalate the request to a librarian.
* When responding to a patron research, fulfillment, information, or resource sharing questions decides the type of communication and instruction style to use, where applicable which library resources and search strategies to apply; where applicable which established procedures or policies apply to a particular request; when the patrons’ needs have been met and/or whether the patron should be re-directed, or their request escalated.
* When working as the only employee in the library (evenings/weekends), adaptation is more frequent, as there is no supervisor to consult and delaying a decision can negatively impact library patrons. Judgement required to determine application or overriding of library policies, such as when a student claims they have paid a fine required to reinstate library privileges, but there is not record of payment found in the Library Service Platform (LSP). In a situation with a hostile patron, must decide at what point attempts to assist the patron and defuse the situation are no longer working, when to ask the patron to leave for the safety of others, and when to call Campus Security or other emergency services.

##### Impact

* Errors in bibliographic records can result in inability to locate items. Due to the use of the shared network zone of record with other university libraries, mistakes can have consequences at other universities and libraries, impacting Trent’s reputation.
* Consequences of decisions for the position are significant due to the impact of violating copyright and/or contractual agreements with third-party vendors. A poor decision on copyright approval that violates copyright law or a licence agreement could result in legal proceedings against the university.
* The impacts of decision making in other areas of responsibility such as resource sharing, course reading support, or human resources may affect individual patrons, other library staff working in those areas, or institutional reputation.
* Failure to respond respectfully and effectively to resource sharing, information, or reference requests or general concerns may affect patron satisfaction and institutional reputation.
* Failure to respond appropriately to emergency situations in the library may result in severe or imminent safety risks to staff and patrons, as well as damage to library facilities and/or physical library collections.
* Incorrect information provided for research questions or incorrect fulfillment of a resource sharing request may include impacts to a students’ ability to complete course work satisfactorily, teaching faculty and instructor’s ability to teach courses, researcher’s ability to carry out research. Mistakes and not completing tasks also have implications for University staff working in the same areas, as uneven levels of service can increase workload for other university staff.

##### Responsibility for the Work of Others

Indirect responsibility

* Student Library Ambassadors – part-time student employees
  1. Following priorities outlined by the Manager, directs and supervises student library employees at the Library Service desk.
  2. Ensures that tasks assigned to a student library employee are completed during shift.
  3. Assists the Manager with ongoing training of student library employees when working at the Library Service desk.
  4. Shares regular feedback on student library employee performance with the Manager.

##### Communication

* Internal: Students, Staff, Faculty, Administrators, Facilities Management, Trent Card Office, IT, Print & Post, Security, Student Affairs, Trent Durham Student Association (TDSA).
* External: Members of the public, other libraries, couriers, service providers.
* The Library Service Desk is the first point of contact for all library questions and issues. On evenings and weekends, may be the only staff member on site and must be able to communicate with any individual who enters the library. Questions can range from simple and directional ones to in-depth research queries. The incumbent is required to respond to people in person, by phone, and online, and is the first point of contact for messages sent to the general library email. Communication also includes explaining rules and regulations to library patrons, such as borrowing privileges and fine policies. Communications can be confidential in nature, such as discussing fines and loans with patrons.
* Significant communication takes place with other library employees to transfer information and ensure efficient service. This includes discussions related to how to handle physical materials, discussing improvements to procedures and workflow, transferring or escalating patron's requests, and participation in functional teams. Communication with other campus departments takes place regularly to ensure coordination and collaboration, or to report or escalate issues.
* As indirect supervisor of student library employees communicates regularly with student employees to provide guidance and feedback, and to explain and assign tasks based on priorities provided by the Manager.

##### Motor/ Sensory Skills

* Daily use of keyboard for data entry and communication, and use of a mouse and barcode scanner.
* Fine motor skills and dexterity are also required for processing physical library collections such as minor repairs to damaged items or application of spine labels.
* Precision is required as errors in data entry can affect patron records and library item records, which can have a significant impact, such as patron loss of library privileges or inability to locate library materials.
* Gross motor skills, equilibrium, and coordination are required to retrieve or shelve library items, including reaching, bending, squatting, stepping up on stool, and for maneuvering a library cart.
* Job duties requiring hearing to respond to queries at the Library Service Desk, and sight to read barcodes, book spines, etc.

##### Effort

Physical demands

* Lifting, moving, walking, carrying, pushing, climbing, balancing, kneeling to move physical collections throughout the library or from the exterior book bin.
* Sitting for long periods at the Library Service Desk, and long periods looking at a computer screen.

Mental demands

* 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, reading policies and procedures.
* Dealing with frequent interruptions while working at the Library Service Desk.
* Ability to self-regulate under stressful and demanding circumstances.
* Ability to maintain a calm and professional attitude in emergency situations.

##### Working Conditions

Psychological conditions

* Complaints from patrons regarding access to library collections, fines and fees, policies, availability of library space, noise, etc.
* 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.
* Nature of the work results in unavoidable busy period due to high volumes of questions during certain times of the day.
* Lack of privacy when working at the Library Service Desk.
* Frequent interruptions at the desk from library patrons, couriers, other Trent staff, etc.
* Confidentiality requirements related to fine appeals, items on loan, disclosures by student employees, etc.
* 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.

Physical conditions

* Dust from bookshelves.
* Repetitive tasks such as checking in and out of physical materials.
* Being able to lift up to 15 kilograms.