#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Metadata Coordinator

**Job Number:** L-097 | VIP: 1924

**Band:** OPSEU- 8

**Department:** Library & Archives

**Supervisor Title:** Discovery & Systems Librarian

**Last Reviewed:**  June 29, 2023

#### **Job Purpose:**

Under the direction of the Discovery & Systems Librarian, the incumbent is responsible for coordinating cataloguing, metadata, and electronic resource activation for the library’s collections. The incumbent is lead hand to other library staff with metadata tasks, providing training and support, and ensuring local and professional requirements and best practices are followed. The incumbent also supports the addition of digital resources into the library’s institutional repository through metadata creation, remediation, and other quality assurance responsibilities.

#### Key Activities:

##### Metadata Management

* Ensures that all library materials are catalogued according to library standards (including AACR2/RDA, Library of Congress Subject Headings, and Library of Congress Classification numbers as appropriate), local guidelines, and practices established by the consortium.
* Prepares and loads batches of bibliographic records into the LSP according to Library guidelines.
* In consultation with the Discovery & Systems Librarian, adapts and revises bibliographic import profiles and normalization routines for loading bibliographic records.
* In consultation with the Discovery & Systems Librarian, creates and edits cataloguing processes and procedures.
* 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.
* Ensures records contributed to the consortial catalogue meet consortial standards.
* Loads and upgrades records in the institution catalogue using records from the consortial catalogue and vendor databases such as OCLC.
* Identifies records that require enhancement to the Discovery & Systems Librarian, including those requiring original subject cataloguing and classification.
* In consultation with the Discovery & Systems Librarian, revises and updates local documentation of cataloguing and classification procedures.
* Assists the Discovery & Systems Librarian with training staff in metadata, cataloguing, and activation tasks.
* Supporting assessment and improvement of cataloguing procedures
* Keeps abreast of changes in cataloguing practices.

##### Electronic Resources

* Activates newly acquired electronic resources, including ebooks, electronic serials, and electronic collections.
* Ensures that portfolios for electronic resources not found in community or consortial electronic collections are available on a timely basis, with attention to the needs of the academic community and in accordance with Library guidelines.
* Adds, loads, and modifies portfolios for local collections.
* Tests access for newly acquired and existing titles.
* Identifies and resolves or escalates issues with electronic collections and electronic portfolios.
* Supplements electronic portfolio records with digital rights management (DRM) and license limitations.
* Coordinates resolution of proxy issues and other access issues with library systems staff.
* Communicates with serials vendors to register electronic serials.
* Confirms and corrects coverage for electronic serials in the Library Services Platform (LSP) according to library guidelines.
* Identifies and resolves issues with electronic portfolios, escalating to vendors or library systems staff when necessary.
* Triages and works on broken link reports and Community Zone Updates Task List.
* Assists Discovery & Systems Librarian in manual reconciliation of electronic portfolios.
* Assists Discovery & Systems Librarian in maintenance of shared network zone electronic collections managed on behalf of the consortium by Trent University.

##### Digital Collections & Repositories

##### Mediates and assesses repository submissions for structure, layout, accessibility, intellectual property concerns, confidentiality, and other local criteria provided by the Digital Scholarship Librarian.

##### Supports quality assurance activities, including cleaning metadata and remediating hosted content.

##### Creates and enhances metadata for each item to increase understanding and discoverability.

##### Processes submissions for long-term discoverability, access, and use.

##### Manages user permissions and access.

##### Supports assessment, documentation, and improvement of the repository service

##### Other

* Contributes to Library & Archives special projects as required.
* Sits on Library & Archives committees as needed and with the approval of the Discovery & Systems Librarian.
* Performs other duties as assigned by the Discovery & Systems Librarian.

#### Education Required:

* An undergraduate university degree (4 year) required ***and*** a Library & Information Technician Diploma (2 year) or an acceptable equivalent combination of education and experience.

#### Experience/Qualifications Required:

* Minimum of five (5) years of experience in libraries (academic libraries preferred), showing progressive experience in cataloguing.
* Minimum of three (3) years of experience working with Integrated Library Systems (ILS) or Library Services Platforms (LSP), including modules for acquisitions and/or cataloguing, and developing or working with system-generated reports.
* Experience with cataloguing print and electronic resources and knowledge of MARC, LCSH, RDA, and Library of Congress classification is required.
* Experience with spreadsheet and database software applications.
* Proficiency with Microsoft Office, Adobe, HTML, XML, and comfortable learning and using new technologies and applications.
* Proven ability to produce quality work with a high degree of accuracy, while managing multiple and completing priorities and deadlines.
* Ability to work both independently and as part of a team, with awareness of when to take initiative and when to consult with others.
* Excellent verbal and written communication skills
* Demonstrated analytical ability, initiative, organization and problem-solving skills, and a commitment to continuous improvement.
* Good judgment and ability to make decisions independently.
* Experience with Alma is an asset.
* Experience with electronic resource activations and/or institutional repositories is an asset.

#### Supervision:

* Lead hand to Library metadata staff.
* Provides training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.

**Job Evaluation Factors:**

##### Analytical Reasoning

Work requires analytical reasoning to choose the most appropriate course of action from among a variety of possible methods, processes and solutions within limits defined by standard and established practice.

Metadata:

* 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 the best source for a record.

Electronic Resources:

* Work involves 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.
* When triaging linking issues with (and testing links for) Electronic Resources, the incumbent will need to understand the relationship between electronic collections, services, portfolios, and the Central Discovery Index to diagnose how to properly resolve or escalate these issues.
* Some knowledge of computer networks and the proxy server will be required to analyze and properly escalate linking issues that require changes to the proxy.

Digital Collections & Repositories

* Ability to assess submissions, and analyze content and format against accessibility, metadata, and access requirements.
* Ability to analyze content of submission in order to create and enhance metadata to support effective discoverability.
* Ability to analyze intellectual property rights against copyright and licensing restrictions, in flag potential issues for the Digital Scholarship Librarian.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required. The employee receives occasional supervision in carrying out tasks that call for decisions beyond the scope of standard practice. Decisions usually involve determining the best process to carry out the job tasks.

Examples:

Metadata

* Decides which bibliographic records do not meet established standards and determines actions to address them.
* Decides when to use or upgrade an existing record from the shared network zone, when to download a record from a vendor, and when to create a new record.
* Decides when records are duplicates, which fields to retain or delete when merging duplicate records, and when further examination of the physical item or electronic resource is required.
* Decides when to escalate issues with metadata to the Discovery & Systems Librarian.

Electronic Resources

* eResource collections can contain thousands of items, 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.
* Must decide when to resolve a problem and when to escalate it to Discovery & Systems Librarian or Systems staff, and how/when to report issues to the vendor.

Digital Collections & Repositories

* Decides which level of access should be applied to items available in the repository based on considerations such as sensitive data, copyright and licensing, and requests from creators.
* Decides when to escalate issue with repository submissions to the Digital Scholarship 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.

* + Errors in bibliographic records can result in inability for both Trent library users and library personnel to locate items, even though they have been purchased.
  + 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.
  + With the introduction of electronic collections managed in the shared network zone, mistakes made to electronic collections managed on behalf of the consortium by Trent can have consequences at other universities and libraries, impacting Trent’s reputation.
  + Errors in repository submission processing can have an impact on discovery of content, accessibility of content, and can result in potential violations of copyright law and or license agreements, which may have financial or legal consequences for the university.

##### Responsibility for the Work of Others

Responsibility is a normal job requirement, typically responsible for a small group of co-workers engaged in the same work. The incumbent may perform the more complex and difficult tasks personally. Includes providing training, guidance and direction, assigning and monitoring work for accuracy and completion, and providing input into staffing decisions and performance evaluations.

Indirect responsibility:

* Lead hand to staff working in with cataloguing, metadata, and electronic resource activations

##### Communication

* Internal: Students, Staff, Faculty, Researchers, Librarians, Archivist
* External: Vendors, Librarians and Library Staff at other institutions
* Electronic resource portfolios can be extremely complicated, involving thousands of titles, not all of which have been purchased. There is often communication back and forth with colleagues at the library, other libraries, or vendors regarding exactly which titles should be activated.
* Contacting vendors to request unique items or to resolve issues. Ensuring the correct edition/format, etc is ordered by asking the requestor (faculty, Department AAA) for more details.
* Significant communication takes place with other library employees to transfer information and ensure efficient service. This includes discussions related to metadata and eresources activations, discussing improvements to procedures and workflow, and participation in functional teams.
* Regular communication with Trent researchers is required for assessing and processing of repository submissions, including communicating and receiving detailed information regarding metadata and access.

##### Motor/ Sensory Skills

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

Motor Skills:

* Fine Motor Skills: data entry via keyboard, mouse, scanner
* Dexterity - lifting books, pushing carts
* Precision is required as errors in data entry can affect access to and location of library resources, which can have a significant impact, such as inability to locate library materials.
* Gross motor skills, equilibrium, and coordination are required to retrieve or handle physical library material, including reaching, bending, squatting, stepping up on stool, and for maneuvering a library cart.

Sensory Skills:

* Hearing: responding to queries from researchers submitting content to the institutional repository
* 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 periods of time, typing for extended periods, moderate amounts of lifting, stretching, bending, standing, walking. Visual and mental demands involve periods of sustained concentration, often in a busy environment with interruptions and distractions. Effort required causes moderate fatigue.

Physical demands

* Extended periods of visual attention and sustained concentration: compiling data, inputting information into library systems while verifying accuracy; undertaking complex metadata updates and activations, reviewing or testing detailed procedures and intricate workflows.
* Lifting, moving, walking, carrying, pushing, kneeling to move physical collections.
* Sitting for long periods at a desk while looking at a computer screen.

Mental demands

* Multiple competing demands: participates in a variety of technical services, supports multiple Library & Archives units.
* Ability to self-regulate under demanding circumstances, including access outages.

##### Working Conditions

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

Psychological Conditions:

* Multiple competing demands - nature of the work results in unavoidable busy periods.
* Frequent interruptions.

Physical Conditions

* Being able to lift up to 15 kilograms.