#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Library Services Assistant

**Job Number:** L-100 | VIP: 1979

**Band:** OPSEU-5

**Department:** Bata Library

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  April 10, 2024

#### **Job Purpose:**

Reporting to the Manager of Library Services, the Library Services Assistant plays a key role in ensuring the smooth and efficient functioning of library services at Bata Library. They have a primary focus on delivering exceptional in-person information and fulfillment services at the Library Service Desk. Additionally, they contribute to the management of physical collections through shelving and other tasks and provides indirect supervision to student library employees. The Library Services Assistant thrives in a collaborative team environment and demonstrates a passion for supporting library operations and initiatives.

#### Key Activities:

##### Library Service Desk:

* Responds promptly and professionally to inquiries in person, over the phone, and through online/email channels, redirecting requests as necessary.
* Offers comprehensive reference services to patrons, aiding in the clarification and interpretation of their information needs; suggests appropriate materials and sources to fulfill those needs.
* Records and maintains accurate statistics related to inquiries and patron numbers.
* Provides patrons with basic instructions on utilizing the library's discovery system, assisting in searches, and accessing materials and sources.
* Delivers effective front-line customer service, resolving or escalating patron concerns, and adeptly troubleshooting issues with library technology, including the library's discovery system and online databases.
* Performs circulation responsibilities, including loans, returns, holds, transits, and fines and fees processing.
* Assists in processing physical items for course reserves, deselection, and other workflows.
* Proactively communicates with other Bata Library and Durham Campus Library and Learning Centre (DCLLC) staff to share pertinent information, contributing to the successful delivery of services.
* Registers borrowers within the Library Service Platform (LSP) and issues library cards as required.
* Demonstrates a thorough understanding of, communicates, and applies library policies and procedures.
* Collaborates with the Manager to update library policies, procedures, and workflows.
* Executes opening and closing procedures (e.g. unlocking and locking doors etc.) at Bata Library during scheduled hours including evenings and weekends.
* Adheres to emergency protocols in the event of an emergency.
* Offers general library support as necessary, including shelving, searching for, retrieving, and processing library materials, as well as managing incoming and outgoing mail, including resource-sharing materials.

##### Human Resources:

* Collaborates with the Manager and other library staff to share responsibilities in briefing, directing, and supervising student library employees. This includes developing task lists, workflows, and assigning additional duties based on priorities outlined by the Manager.
* Participates in shared responsibilities with other library staff for the ongoing training and assessment of student library employees, following guidance provided by the Manager.
* Provides regular feedback to the Manager on the performance of student library employees, contributing valuable insights for performance evaluations and continuous improvement.

##### Physical Collections & Processing:

* Supports the maintenance of the physical collection by actively participating in tasks such as blocking, tidying, and shifting the collection.
* Sorts and shelves books and other library materials, determining the location for each item using spine label classification codes.
* Recognizes damaged library items and conducts essential repairs as required; identifies items requiring more extensive repairs and initiates the necessary steps for assessment and comprehensive repair.
* Monitors reports and assesses the status of physical items, executing relevant searching and verification tasks as needed to ensure accurate cataloging and availability.

##### Other:

* Contributes to and collaborates on Library & Archives special projects as required.
* Sits on Library & Archives committees as needed and with the Manager's approval.
* Performs other duties as assigned by the Manager.

#### Education Required:

* A Library & Information Technician Diploma required.
* An undergraduate university degree (3 year) is preferred.

#### Experience/Qualifications Required:

* Minimum of two (2) years of related customer service or administrative experience required.
* One (1) year of library experience, with a preference for academic library experience is preferred.
* Proficient in working with an Integrated Library System (ILS) or Library Services Platform (LSP) and well-versed in providing reference information services.
* Excellent interpersonal skills, demonstrating tact, diplomacy, and a strong commitment to fostering positive public relations among users and staff.
* Ability to thrive independently and collaboratively within a team, recognizing when to take initiative and when to seek input from others.
* Proven experience in performing circulation services.
* Familiarity with searching library catalogues and databases.
* Proficient in Microsoft Office, with a willingness to adapt to and learn new technologies and applications.
* Exceptional verbal and written communication skills.
* Meticulous attention to detail in a dynamic and fast-paced work environment.
* Demonstrated analytical ability, initiative, and strong problem-solving skills.
* Exhibit sound judgment and the capacity to make decisions autonomously.
* Effective time management skills, capable of handling and prioritizing a high volume of demands while working under pressure.
* Physical capability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 15 kilos.
* Flexible work schedule commitment, including availability for daytime, evening, and weekend shifts.

#### Supervision:

* Indirectly supervises and directs the activities of student employees.

**Job Evaluation Factors:**

##### Analytical Reasoning

The role entails analyzing diverse situations and established practices to match actions with patrons’ needs. Adaptability is crucial, especially when sole staff member during evenings and weekends. Analysis is necessary to comprehend patrons' queries, decide on appropriate actions, and evaluate solutions' effectiveness.

Examples:

The Library Services Assistant assists students with reference questions by clarifying queries, gauging their familiarity with resources, adapting to their learning styles, suggesting relevant resources, aiding in search strategies, and assessing if further assistance is needed. While following protocols is common, exploration-based approaches are often necessary.

The Assistant handles all patron queries independently, applying library and university procedures promptly. Analyzing situations is vital for tasks like checkout procedures, staffing issues, and directing patrons to campus services through informed referrals. Adaptation is key during emergencies to apply protocols effectively and ensure the safety of library users.

##### Decision Making

Decision-making in this role involves responding to patron requests and overseeing student employees, collection maintenance, policy application, and handling emergencies. Decisions typically adhere to established procedures but may require adaptation based on request complexity and staffing levels.

Examples:

When aiding a student, decisions include communication style, resource selection, instruction level, and referral to additional support.

As the sole staff member, frequent adaptation is necessary, with judgment calls on policy application and handling hostile patrons, including when to escalate to security or emergency services.

##### Impact

Decision-making in this role involves responding to patron requests, overseeing student employees, maintaining collections, applying policies, and handling emergencies. Decisions usually follow procedures but may require adaptation based on request complexity and staffing.

Examples:

When assisting students, decisions include communication style, resource selection, instruction level, and referrals.

As the sole staff member, frequent adaptation is necessary, with judgment calls on policy application and handling hostile patrons, including when to escalate to security or emergency services.

##### Responsibility for the Work of Others

Indirect responsibility

##### Student Library Assistants – part-time students

##### Follow priorities set by the Manager and supervise them at the Library Service desk.

##### Ensure completion of assigned tasks during shift.

##### Support Manager in ongoing student employee training.

##### Provide regular performance feedback to the Manager.

##### Communication

Internal: Students, Staff, Faculty, Administrators, Facilities Management, Trent Card Office, IT, Print & Post, Security, Student Affairs, Trent Central Student Association.

External: Members of the public, other libraries, couriers, and service providers.

Examples:

The Library Service Desk serves as the primary point of contact for all library inquiries. During evenings and weekends, the incumbent may be the sole staff member present, necessitating effective communication with all visitors. Queries vary in complexity, from basic directional assistance to detailed research inquiries. The incumbent must engage with individuals in person, over the phone, and online, and manage the general library email inbox. Communication also entails clarifying library regulations, including borrowing privileges, upholding fine policies, and handling confidential information.

The Library Services Assistant communicates extensively with other library staff to ensure smooth operations. This involves discussing material handling, workflow enhancements, patron requests, and participation in team activities. As an indirect supervisor of student employees, regular communication involves providing guidance, feedback, and task assignments based on managerial priorities.

##### Motor/ Sensory Skills

Motor Skills: Job duties involve daily keyboard use for data entry and communication, along with mouse and barcode scanner usage. Fine motor skills are necessary for handling physical library collections, including minor repairs and spine label application. Precision is vital as data entry errors can impact patron and library records, potentially resulting in loss of privileges or material misplacement. Gross motor skills, equilibrium, and coordination are needed for item retrieval and shelving, which may involve reaching, bending, squatting, stepping on stools, and maneuvering library carts.

Sensory Skills: Job tasks require hearing to address queries at the Library Service Desk and sight for barcode and book spine reading.

##### Effort

Physical demands:

* Lifting, moving, walking, carrying, pushing, climbing, balancing, kneeling for relocating physical collections within the library or from external book bins.
* Prolonged sitting at the Library Service Desk and computer screen viewing.

Mental demands:

* Managing competing demands: involved in various library services, handling patron inquiries through different channels, and assisting multiple Library & Archives units.
* Extended periods of visual focus and sustained concentration: inputting accurate data into library systems and reviewing policies and procedures.
* Managing frequent interruptions at the Library Service Desk.
* Self-regulation during stressful situations.
* Maintaining a composed and professional demeanor during difficult interactions and emergencies.

##### Working Conditions

Psychological Conditions:

* Handling patron complaints about library access, fines, policies, space availability, and noise.
* Managing competing demands: engaging in various library services, addressing patron inquiries in person, online, and by phone, and supporting various Library & Archives units.
* Dealing with inevitable busy periods due to high question volumes at certain times.
* Working in a highly visible, public setting.
* Frequent interruptions from patrons, couriers, and other Trent staff.
* Maintaining confidentiality regarding fine appeals, loaned items, disclosures by student employees, etc.
* Stress from potential emergencies and handling them independently.
* Dealing with possible contentious situations involving stressed patrons or the public.
* Availability to work evenings and weekends as needed.

Physical Conditions:

* Exposure to dust from bookshelves.
* Performing repetitive tasks such as checking in and out physical materials.
* Ability to lift to 15 kilograms.