#### Trent University LogoOPSEU JOB DESCRIPTION

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

**Job Number:** L-102 | VIP: 2037

**Band:** OPSEU-6

**Department:** Library & Archives

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  November 18, 2024

#### **Job Purpose:**

#### Under the supervision of the Manager of Library Services, the incumbent is responsible for overseeing the physical upkeep of the Bata Library's collections and spaces; as well as being a member of the Library Service team providing front-line information service at the public service desk. Responsible for managing shelving, organization, and repair of materials while ensuring study areas remain functional and tidy. Coordinates with Facilities Management for Bata building maintenance and upkeep, supports event setup, and assists with space planning. Responsible for daily opening/closing procedures. This on-site role is essential for maintaining an efficient and welcoming library environment.

#### Key Activities:

##### Physical Collections

* Manage spatial capacity for physical collections by analyzing current usage, planning for future growth, and calculating shelving requirements to optimize space.
* Oversee and execute collection maintenance tasks, including shelving, shifting, and thoroughly cleaning materials, while ensuring adherence to standards (institutional and ISO, for example) and accuracy within library classification systems.
* Collaborate with the Physical Processing team to repair, restore, and preserve damaged materials through mending, rebinding, and other conservation activities.
* Maintain an accurate inventory of shelving units by tracking their usage, assembling and disassembling as necessary, and coordinating the relocation of units to meet operational needs.
* Oversee and execute daily stack maintenance activities to ensure collections are organized and accessible.
* Support inventory management and usage tasks by implementing In-House Use processes and actively participating in established search protocols for verification.
* Contribute to collection development projects by actively engaging in weeding, inventory management, labelling, and other initiatives as directed by the unit manager or librarians.

##### Spaces & Facilities

* Ensures furniture is returned daily to its proper location and maintains a record of furniture placement and inventory. Provides data on the number of seats and spaces in the library for various statistical reports.
* Reports and follows up on building maintenance deficiencies to Facilities Management. Generates reports detailing progress and completion of renovations or spatial improvements.
* As a keyholder for Bata Library spaces, assists with locking and unlocking of doors as requested for emergency access.
* Coordinates the installation, assembly, relocation, or removal of library furniture or fixtures.
* Completes minor facility improvements as assigned.

##### Library Service Desk

* Respond 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.
* Provides patrons with basic instructions on utilizing the library's discovery system, assisting in searches, and accessing materials and sources.
* Provides front-line customer service by resolving or escalating patron concerns and troubleshooting library technology issues, including the discovery system and online databases. Makes informed referrals within the library and to other university departments as needed.
* Performs circulation responsibilities, including loans, returns, holds, transits, and fines and fees processing.
* Assists in preparing physical items for course reserves, deselection, and other workflow including item searching and processing.
* Proactively communicates with other Bata Library and Durham Campus Library and Learning Centre staff to share pertinent information, contributing to the successful delivery of services.
* Demonstrates a thorough understanding of, communicates, and applies library policies and procedures, including registering borrowers and issuing library cards.
* Collaborates with the Manager to update library policies, procedures, and workflows.
* Executes opening and closing procedures at Bata Library during scheduled weekday, evening and weekend service hours, including unlocking and locking doors.
* Adheres to emergency protocols in the event of an emergency.

##### 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.

##### Other

* Performs the clerical and manual duties of shipping and receiving of internal and external mail, library materials, office supplies, equipment, etc.
* Contributes to Library & Archives special projects as required.
* Sits on Library & Archives committees as needed and with the approval of the unit manager.
* Occasional evening and weekend work required.
* Performs other duties as assigned by the unit manager.

#### Education Required:

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

#### Experience/Qualifications Required:

* Minimum of two (2) years related experience in library collection maintenance and/or facilities maintenance.
* Two (2) years of related library service or customer service experience is preferred.
* Demonstrated experience coordinating material, furniture and/or equipment installations or relocations.
* Ability to comprehend and apply various classification schemes for shelving and filing, including knowledge of the Library of Congress classification system.
* Ability to perform detailed work with accuracy and reasonable speed.
* Ability to perform duties with minimal supervision and to work alone for extended periods.
* Excellent interpersonal skills, demonstrating tact, diplomacy, and a strong commitment to fostering positive public relations among users and staff.
* Physical ability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 15 kilograms.
* Physical strength and stamina for prolonged standing, and the ability to bend, stoop, reach and use step stools to reach shelves.
* Proficiency with Microsoft Office, and comfortable learning and using new technologies and applications.
* Experience using an Integrated Library System (ILS) or Library Services Platform (LSP) is an asset.
* Ability to read fine or worn print, with or without assistive technology.
* First Aid training is considered an asset.
* Project management experience or education is an asset.

#### Supervision:

* Indirectly supervises and directs the activities of student employees

**Job Evaluation Factors:**

##### Analytical Reasoning

Required to synthesize data from multiple sources, think critically about long-term impacts, and make decisions that balance competing priorities. They must consider user needs, and library best practices while developing solutions to space management challenges. The complexity of this task is further increased by the need to adapt plans in response to changing circumstances, such as shifts in collection development policies or unexpected space limitations

Calculate precise shelving requirements to optimize available space considering such as accessibility, preservation requirements, and user experience

##### Decision Making

This position will have an average degree of freedom to exercise initiative and act independently in making day-to-day decisions. While the position operates under the Manager of Library Services' supervision, the incumbent is expected to manage many responsibilities autonomously, make informed decisions, and take initiative in various aspects of their work.

When working on the Library Service Desk this person will be expected to make decisions on what services or resources to recommend to library users and will be expected to manage competing and constantly shifting priorities

##### Impact

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 and not completing tasks also have implications for colleagues who staff the desk, as uneven levels of service can increase workload for other staff. Fulfillment errors related to resource sharing can negatively affect other libraries.

Not following established protocols for physical collections can result in items not being retrievable when needed, or items being declared lost. Performing an override within the LSP to help a patron may result in the loss of the material, fines, or inability to supply the item to another patron.

##### Responsibility for the Work of Others

Indirect responsibility for Student Library Assistants – part-time student employees

* Following priorities outlined by the Manager/Coordinator, directs and supervises student library employees while at the Library Service desk.
* Ensures that tasks assigned to a student library employee are completed during shift.
* Assists with ongoing training of student library employees when working at the Library Service desk.
* Shares regular feedback on student library employee performance with the Manager.

##### Communication

Internal: Library staff, Facilities Management, faculty and administrative staff, students and researchers.

External: Vendors and suppliers, other library professionals, community members,

Purpose of these communications varies but generally includes completing library tasks and operations, addressing user needs, managing resources, implementing policies, and ensuring the library's services align with set expectations and strategic goals.

##### Motor/ Sensory Skills

Motor and sensory skills are crucial for effectively performing the core responsibilities of the role, which include maintaining physical collections, repairing materials, providing front-line service, and ensuring the overall organization and accessibility of library resources. The incumbent must be able to perform these tasks with a high degree of accuracy and efficiency to maintain the library's standards of service and collection care.

Examples:

Task: Repairing and restoring damaged materials through mending and rebinding.

Precision required: High level of manual dexterity for delicate book repair work.

Task: Lifting and carrying books, boxes, and equipment up to 15 kilograms.

Precision required: Moderate to ensure safe handling of materials and equipment.

Task: Reading fine or worn print on book spines and in catalogues.

Precision required: High level of visual acuity, with or without assistive technology.

Task: Shelving and shifting collections.

Precision required: Moderate to maintain proper posture and avoid injury during repetitive tasks.

##### Effort

Work involves considerable effort: work typically makes physical demands that are intense and ongoing.

**Physical:** The work involves considerable physical effort and strength, particularly in constructing shelving, lifting and moving metal shelves, and handling boxes of books. It requires activities such as stretching, reaching, bending, kneeling, and walking. Additionally, employees spend extended periods sitting at the Library Service Desk and looking at a computer screen, which can also contribute to physical strain.

**Mental**: Library work requires diverse skills and sustained concentration, especially for shelving and shelf reading. Staff must handle multiple demands across various services, managing patron requests through multiple channels. The role involves extended visual attention and concentration for data compilation, system input, and policy reading. Employees need to handle frequent interruptions at the Service Desk, self-regulate under stress, and maintain professionalism during emergencies. Supports multiple Library & Archives units.

##### Working Conditions

Generally acceptable working environment with some exposure to disagreeable elements.

Physical Conditions

* Infrequent need to work at on a ladder, or at floor level when installing equipment or maintaining shelving and collections.
* Exposure to dust during cleaning and shelving
* Physical strain due to the repetitive nature of shelving
* Being able to lift up to 15 kilograms.

Psychological Conditions

* Conflicting work priorities – conflicting or competing interests within the Library as well as the greater University community.
* Multiple competing demands – daily responsibilities must be met along with role in longer term, team project-based duties.