

Job Description

Job Title:	Library Clerk: Resource Sharing (2 positions)
Department:	Library
Reports To:	Resource Sharing Supervisor, ILL Lending coordinator Resource Sharing Supervisor, Lending (Davis) and Instructional Design
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	March 2021

Primary Purpose

The Library Clerk: Resource Sharing has primary responsibility for providing outstanding client service at the Circulation desk (Porter) and the service desk (Davis), and in the Resource Sharing area.

Key Accountabilities

Provides outstanding client service in all interactions, including at physical and virtual service points where incumbents spend approximately 50% of their work week:

- Consistently practices a wide variety of client service skills, such as: patience; attentiveness; positive language; willingness to learn; and willingness to problem-solve on behalf of library patrons
- Embraces a collegial and collaborative outlook with staff in order to support one another in the provision of service
- Practices service standards that have been developed for their roles
- Processes the movement of print materials around the library system and with library patrons, and assists patrons in finding and accessing the resources they need
- Is alert for, and acts upon, opportunities to engage patrons more fully in the research process by directing them to appropriate experts and resources
- Provides a miscellany of related services, such as: registration of patrons; basic support for public-facing technology such as printers; processing of returned items
- Contributes to continuous improvement in the department by identifying and bringing forward issues, and by participating in working groups and committees
- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan

Works as part of the Resource Sharing team to assist in processing the daily workload

This includes delivery of materials to UWaterloo patrons as well receiving and returning of library materials that have arrived from the Ontario Council of University Libraries (OCUL) Omni consortium and from other national and international locations

- Using Omni and other software, the incumbent assesses and completes the daily workload. This includes, for example, pulling books from the stacks, scanning articles, and shipping of materials through on and off-campus delivery methods
- Accurately processes incoming materials in the interlibrary loan (ILL) software, assigns due dates and item details and ensures items are routed to the appropriate delivery/pickup location
- Accurately processes in the ILL software materials being shipped back to their home institutions, ensuring items are removed from patron accounts and marked appropriately in the system as being en route
- Responds to email enquiries and handles basic troubleshooting and redirects enquiries to unit experts when appropriate
- Thoroughly understands and applies Resource Sharing policies, guidelines and copyright regulations as necessary

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- Runs reports and conducts thorough searches at both libraries for missing items. Processes these reports, communicating with other library staff and library patrons as appropriate, and maintains and reports statistics as part of the process
- Assists with scanning of theses and other material to a high quality standard, communicating at times with campus academic department contacts

Works with Reserve staff to assist with the collection of materials for incoming Course Reserves requests:

- Scans and prepares accessible electronic files and pulls materials from the stacks

Shares in the provision of core departmental and library activities:

- Documents and trains others in aspects of the incumbent duties as needed to ensure that appropriate levels of awareness are maintained throughout the organization
- Participates in providing back-up coverage for circulation desk supervisors in evenings and on weekends

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- High school graduate or equivalent education and experience.

Experience

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills as the successful candidate will be required to effectively deal with a diverse student group in a pleasant and diplomatic manner; proven aptitude with detailed software applications; demonstrated analytical and problem-solving skills; proven attention to detail. Experience in library operations, particularly knowledge of circulation and/or Interlibrary Loan systems, is an asset.

Knowledge/Skills/Abilities

- Basic MS Word
- Basic MS Excel

Special Conditions:

- Moderate lifting and carrying of library materials is required
- Evening or weekend work may be required to cover an absence

Nature and Scope

- **Contacts:** Communicates with University of Waterloo Library staff and staff at affiliated campus locations for retrieval of material, and also with library patrons and other departments on campus. Externally, communicates with library staff from institutions in Canada to whom service is provided.
- **Level of Responsibility:** The job has detailed processes which are handled independently.
- **Decision-Making Authority:** Responsible for problem-solving daily issues with colleagues. Works with supervisor and manager to solve more complex issues.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment. Moderate lifting and carrying of library materials is required.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position with responsibility for a time-sensitive activity. Evening or weekend work may be required to cover an absence.