

## Job Description



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<b>Job Title:</b>	Library Clerk: Collections Coordinator Assistant
<b>Department:</b>	Porter Library, Circulation Services
<b>Reports To:</b>	Collections Maintenance Project Coordinator
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	January 2018

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### **Primary Purpose**

The Library Clerk: Collections Coordinator Assistant is primarily responsible to the Collections Maintenance Project Coordinator for assisting with overseeing the daily operations of the Porter Library physical collections to ensure they are in order for ease of patron use, and for participating in collection maintenance project work at the Porter and Davis libraries. The incumbent is also responsible for providing outstanding client service at the service desks.

### **Key Accountabilities**

#### **Overseeing the daily operations and continued maintenance of the Porter Library physical collections:**

- Assists with the hiring, onboarding and scheduling of approximately 10 student collection staff hired to conduct daily collection maintenance work
- Provides training to the student collection maintenance staff on the daily workflows and processes
- Monitors the daily workflows, shelving accuracy, and ongoing shelf-reading of the student collection staff, and relays outcomes to the Collections Maintenance Project Coordinator
- Identifies collection maintenance problems such as space concerns and disorderly areas, and consults with the Collections Maintenance Project Coordinator for solutions
- Processes current issues received for the Government Publications, Micro and Periodical Collections
- Ensures that associated statistics are collected and reported as appropriate

#### **Collections Maintenance Project Work at the Davis and Porter Libraries:**

- Participates in the planning of special projects such as shifting collections, transferal and withdrawal projects, and conducting space assessments
- Exercises a detailed understanding in the systems needed to process materials for withdraw and transfer, such as the Voyager Circulation and Cataloguing modules, and the Cognos reporting software
- Develops project procedures with the support of the Collections Maintenance Project Coordinator
- Provides training and direction to staff assigned to collection project work
- Accountable for processes required to support the casual, student and contract staff procedures established for project work, such as conducting global location changes, organizing the distribution and tracking of Storage Location Numbers and resolving problems
- Conducts physical project work activities such as pulling selected materials from the collections, and shifting library materials to realign growth space for up to 3 hours at a time
- Makes required changes to the Waterloo libraries' holding and item records for materials transferred to another Waterloo library location or withdrawn
- Assesses Library bibliographic records within the project, identifies problems and initiates corrections to the Cataloguing department

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- Liaises with members of the Metadata and Cataloguing Services and Collection Development departments regarding record problems identified by Circulation Services staff
- Ensures that associated statistics are collected and reported as appropriate

### **Provides outstanding client service at the circulation desk, and with all library and campus community members:**

- 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
- Practices departmental service standards
- Provides frontline service at circulation desks, typically working four 2 hour desk shifts per week:
  - 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 printing and networking problems; support for a range of other hardware devices available for patron use

### **Other Duties and Contributions**

All staff are expected to support the work of the unit, the department, and the Library by:

- Identifying and bringing forward issues to obtain improvements to our services to users
- Supporting colleagues by helping out in other areas in extenuating circumstances in order to ensure the smooth operation of the department
- Participating in working groups and committees in order to contribute to continuous improvement in the department and the Library
- Supporting and advancing the Library's strategic directions to further the Library's contribution to the campus strategic themes

## **Required Qualifications**

### **Education**

- High School graduate
- Post-secondary education or equivalent experience is an asset

### **Experience**

- Experience in library operations, particularly knowledge of circulation and/or collection maintenance processes, is an asset

### **Knowledge/Skills/Abilities**

- Proven ability to adhere to detail-oriented processes requiring an exceptionally high accuracy rate
- Proven ability to relay detailed processes in a clear and organized manner
- Proven excellent communication and interpersonal skills with a strong commitment to team dynamics
- Demonstrated commitment to excellent customer service
- Demonstrated organizational skillsets including the ability to plan, track and report work independently
- Be a proven self-starter with demonstrated ability to think critically in order to resolve problems quickly and accurately
- Demonstrated ability to quickly learn new technologies

- Special Conditions
  - Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors
- Technical
  - Intermediate Excel
  - Basic Word
  - Email
  - Working in and navigating web-based software applications

### **Nature and Scope**

- **Contacts:** External contacts: library patrons to respond to problems and promote services. Internal contacts: library staff and staff from associated sites such as those working within the Tri-University Group of libraries.
- **Level of Responsibility:** This position has defined duties and responsibilities and receives guidance from their supervisor, but performs duties with relative independence and exercises independent judgements. This position has no direct reports but provides functional direction to student casual staff.
- **Decision-Making Authority:** The incumbent is able to identify when other staff and managers need to be informed of issues and knows when to refer matters as appropriate. They will decide upon appropriate actions and are responsible for decision making and problem solving within the scope of the position, seeking guidance when needed.
- **Physical and Sensory Demands:** The collection maintenance aspects of the position are extremely physical and require the ability to lift and move books for up to 3 hours and also work a scheduled circulation desk shift before, or after this work.
- **Working Environment:** Some disagreeable conditions can arise due to dust accumulation on library shelves and on the materials being moved, other conditions typical of a physical position with responsibility for time sensitive, detailed work, and conditions typical of working in an open office environment.