

## Job Description

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<b>Job Title:</b>	<b>Library Clerk: Reserves and Training</b>
<b>Department:</b>	Library, Circulation Services
<b>Reports To:</b>	Manager, Resource Sharing and Reserves (00001076)
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 4
<b>Effective Date:</b>	July 2018

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### **Primary Purpose**

The Library Clerk: Reserves and Training, has primary responsibility for processing materials for the Course Reserves service, which involves working with instructors to ensure that course materials are made available to students. Incumbents work at Dana Porter or Davis Centre libraries and act as backup for each other. An additional responsibility is the training of new staff in the use of the shared circulation system and in circulation policies and practices.

### **Key Accountabilities**

#### **Processes Course Reserves in collaboration with campus instructors:**

- Processes requests from instructors for digital and print materials to be made available to classes via a variety of channels, such as the campus course management System, the Library's Course Reserves software, and the Library's circulation system.
- Develops expertise in the aspects of systems needed to process Course Reserves, and has an excellent understanding of related aspects such as the Library's discovery system and the student portal, in order to be able to explain the service to instructors and to students
- Ensures that requests are processed accurately, that scanned materials are of high quality, and that processing is completed within published service standards. This reserves service has peak periods each term that require flexibility to the work day, within flextime guidelines.
- Ensures consistent application of copyright policies and practices, and communicates them professionally to faculty members and teaching assistants
- Researches the appropriate contact for items that require copyright permission, and requests permission from various external resources such as clearance houses, publishers or individual copyright holders using a variety of methods
- Maintains up-to-date and accurate records

#### **Contributes to the successful learning of permanent and student staff in the online circulation system and in policies and practices:**

- Provides training in the use of the online circulation system and in department and library policies and practices, adapting and using multiple teaching methods according to the needs of the trainee
- Contributes to the assessment of the trainee on their performance and provides review sessions as needed
- Participates in revising training procedures and documentation

#### **Other duties and contributions**

Shares in the provision of circulation desk services

- Typically works four 2-hour circulation desk shifts per week
- Responsible for providing an enhanced level of circulation desk service that includes directional support for guiding users to library research tools and other services

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- Participates in providing evening, weekend, and weekend-evening back-up coverage for desk

There are also duties and projects that will be individually assigned. Examples of special assignments include:

1. Provide support to the User Experience Team
2. Process cash reconciliation

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

- Identifying and bringing forward issues that impede our services to users
- Supporting colleagues as members of the same department team, by learning and maintaining skills to help out in other areas in extenuating circumstances in order to ensure the smooth operation of the department
- Participating in working groups and committees, as time permits, 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
- Practicing a wide variety of client service skills, such as: patience; attentiveness; positive language; inclusivity; willingness to learn; and willingness to problem-solve on behalf of library patrons

### **Required Qualifications**

#### **Education**

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

#### **Experience**

- Experience in library operations, particularly knowledge of circulation or Course Reserves is an asset.

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

- Proven ability to adhere to detail-oriented technological processes requiring a high accuracy rate
- Proven excellent communication and interpersonal skills with a strong commitment to team environment dynamics, and with the ability to contribute expertise
- Demonstrated commitment to excellent customer service
- Demonstrated organizational skillsets
- Demonstrated ability to think critically in order to resolve problems quickly and accurately
- Technical
  - Demonstrated ability to quickly learn new technologies
  - Basic Word and Excel
  - Email
  - Working in and navigating web-based software applications
- Demonstrated ability to lift and carry moderately heavy library materials regularly

### **Nature and Scope**

- **Contacts:** : Communicates with University of Waterloo faculty and teaching assistants as described. Also with Library staff and affiliated locations for retrieval of material. Communicates with external persons or agencies such as copyright clearance houses, publishers or individual copyright holders.
- **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 larger problems.
- **Physical and Sensory Demands:** Ability to deal with frequent interruptions and distractions. High level of attention to detail necessary. Moderate lifting and carrying of library materials is required.

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- **Working Environment:** Ability to deal with stress related to deadlines. Possibility of dealing with upset individuals. During Winter and Fall terms, the incumbent may be required to work an evening or weekend shift, which includes supervising the work of student staff. During Spring term, the incumbent will participate in an on-call schedule to cover weekend supervisor absence and vacation.