Library Assistant: Holdings Maintenance

Job Title:	Library Assistant: Holdings Maintenance
Department:	Library – Cataloguing Services
Reports To:	Cataloguing and metadata librarian – Record and materials maintenance
Jobs Reporting:	N/A
Salary Grade:	USG 4
Effective Date:	June 2023

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

As a member of the Metadata and Cataloguing Services Department, Library Assistant: Holdings Maintenance staff are responsible for receiving material, updating records to reflect inventory changes, and preparing physical material to be added to the collection.

In addition to adding new periodical issues to the library catalogue according to Machine-readable cataloging (MARC) standards for holding and item records, this role also has the responsibility for identifying when material should be distributed to their Library Associates, Cataloguing colleagues for updated cataloguing. The Receiving, Holding Maintenance unit also plays an important role in the collection life cycle by adding, processing location changes, and withdrawing items identified for removal.

Colleagues in this role also work to prepare print items to be added to the collection, including physical processing of items, and activating security labels; updating integrated resources; and the physical receiving and organization of material.

Key Accountabilities

Managing collection inventory

- Receive new items into the catalogue when bibliographic records exist
- Update holdings and item records to reflect location changes and error corrections
- Delete records for items withdrawn, using manual and automated processes
- Establish prediction patterns for serial material, and run reports on outstanding items to make sure that missing issues are identified and claimed
- Compete inventory and metadata updating projects as assigned

Physical processing

- Physical processing of items for multiple library locations; including applying labels and activating security tags
- Update labels when items are identified as needing changes
- Perform final quality control before items are added to the collection
- Insert and replace pages in print material with updating service subscriptions

Department workflows

- Monitor and flag material that requires expedited service
- Identify when publication of serial material has changed, and items require updated bibliographic description
- Manage the distribution of completed material to their appropriate collections
- Follow documentation to complete multistep technical processes in several software platforms
- Contact vendors and process claims for missing issues, or material sent in error, as well as track outstanding claims and inform Collection Development of vendor performance issues
- Participate in database clean up and maintenance projects as assigned
- Receives department mail from facility services to ensure all items reach the correct team member or to determine next steps in the cataloguing department workflows

Communication & Collaboration

- Works with a high level of independence, while also communicating regularly through email, virtual meetings, and in-person
- Work with colleagues within the cataloguing department, and across units, as a part of regular workflow and to problem solve unique issues
- Collaborate across departments to facilitate the entire item lifecycle from acquisition to withdrawal
- Monitors and updates library ticketing system as a part of regular workflow to problem solve unique issues and process incoming tasks
- Maintains and updates department documentation as processes adapt to new technology and workflows
- Attends professional development opportunities deemed relevant to career development, job performance, skills maintenance, and the efficient fulfillment of duties
- Encouraged to contribute to the library community by participating on committees and projects happening across the library

Required Qualifications

Education

- High school diploma

Experience

- Ability to analyze data and provide sound recommendations based on policy, procedure, practice, and existing regulations
- Data entry
- Attention to detail and ability to organize physical workflows and spaces
- Demonstrated ability to prioritize work tasks
- Familiarity working in an Integrated Library Platform
- Experience working in a library, or similar setting

Knowledge/Skills/Abilities

- Aptitude for interpreting and following complex technical instructions to accurately complete a job
- Ability to rethink processes and incorporate emerging technology and features into workflows
- Commitment to work as a part of a team while treating others with respect, kindness, and inclusivity

- Strong problem-solving skills and a high level of focus for detail-oriented work
- Time management skills, and the ability to balance workload while working independently

Nature and Scope

- **Contacts:** Work closely with other members of the Cataloguing Department. to achieve group goals. Communicate with Collections Development Dept. in relation to invoicing and vendor performance. Work with Circulation Dept. to facilitate deletion process
- **Level of Responsibility:** : Defined specialized tasks and receives direct supervision.
- **Decision-Making Authority:** Work together to ensure that daily tasks are completed as required Organize their own work and provide input into procedures and methodology
- **Physical and Sensory Demands**: Minimal exposure to disagreeable conditions typical of an office position, may be required to move book trucks filled with library materials and to shelve and retrieve library materials
- **Work location:** Due to working with physical material, work primarily takes place at the Dana Porter library, with some ability to work in a hybrid manner
  Working Environment: Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities