

Job Description

Job Title:	Resource Sharing Associate, Borrowing
Department:	Library – Circulation Services
Reports To:	Manager, Resource Sharing and Reserves
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	November 1, 2017

Primary Purpose

The Resource Sharing Associate, Borrowing has primary responsibility for InterLibrary Loan (ILL) borrowing, which involves obtaining research materials needed by University of Waterloo (UW) faculty members, students and staff from anywhere in the world. ILL borrowing works to service standards in order to meet the research needs of UW faculty, students and staff.

Key Accountabilities

Processes Interlibrary loan requests in close collaboration with students and researchers

- Through bibliographic searching, verifies that request information is complete using various online and offline sources including Interlibrary Loan systems and databases
- Develops and continuously upgrades knowledge and skills needed to identify and use these sources, through participation on listservs, training, and through exchanging information with colleagues
- Uses reciprocal arrangements between libraries to obtain print materials or photocopies of items not held locally. Non-traditional sources are heavily used to fill requests, including commercial suppliers, publishers, government agencies, international sources, and authors
- Makes independent decisions on the best course of action for acquiring the material to satisfy each request, considering factors such as availability, cost, policies for particular libraries/suppliers, copyright guidelines, and patron's required timeline
- Maintains accurate print and online records of the verification and ordering process, including approving and paying invoices
- Problem solves and takes actions, including daily monitoring of work queues
- Processes incoming materials and makes them available to patrons either electronically or in print
- Ensures that materials are returned to lending institutions within the terms and conditions outlined in the reciprocal agreements or special arrangements

End-User Instructional Support

- Provides ILL-related bibliographic instruction by helping individuals verify and interpret citations
- When required, the incumbent works with other members of the Library to initiate and develop print and online instructional materials and training workshops to convey information about ILL policies and procedures to the UW community
- Serves as Department representatives for planning ILL-related library instruction

Assignment and Research Help desk

- Participates as a member of a highly skilled team providing information service to a wide client group with the focus on faculty, students and staff at UW by working regularly scheduled shifts at the Assignment and Research Help Desk. Assists in the provision of this service by independently analyzing and interpreting clients' queries and helping them locate and use library resources.

Job Description



- Provides one-on-one instruction to develop users' critical-thinking skills with respect to finding and appraising information
- Participates in training workshops focused on upgrading and updating skills needed for this task

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 that impede our services to users
- Supporting colleagues as members of the same department team, 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

There are also duties and projects which will be individually assigned. Examples of special assignments include but are not limited to:

- Managing and coordinating tests of software changes during upgrades to Resource Sharing (RS) software and the ILS system as they affect the activities of the RS unit
- Participating in the development and implementation of user needs and usability protocols and analysis in support of departmental and library activities

Provides outstanding client service in all interactions

- 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
- Practices service standards that have been developed for their roles
- Is alert for, and acts upon, opportunities to engage patrons more fully in the research process by directing them to appropriate experts and resources

Required Qualifications

Education

- College Diploma in Library and Information Studies or University Degree in a research-focused field of study
- Equivalent combination of education and/or experience will be considered

Experience

- Experience in library operations
- Experience with interlibrary loan systems is preferred but not required

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail.
- Demonstrated analytical and problem-solving skills
- Proven ability to take initiative
- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Proven ability to manage and prioritize tasks
- Intermediate-level reading comprehension in French or another language in addition to English is an asset
- Demonstrated ability to lift and carry moderately heavy library materials regularly

Nature and Scope

- **Contacts:** Internally, communicates with public services staff in the library to present/describe information. Works with Resource Sharing colleagues in a collegial environment. Externally, works with patrons to clarify and facilitate requesting process. Contacts publishers, authors and other ILL colleagues internationally for securing materials requested.
- **Level of Responsibility:** Accountable for ensuring the full lifecycle of ILL borrowing is completed, while honouring stated Service Standards. Also accountable for assignments that may be of a specialized nature. Works with minimal supervision.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with supervisor and others to solve problems that are more complex.
- **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.