Job Description

Job Title:	Library Assistant: Resource Sharing, Circulation Services
Department:	Library, Circulation Services
Reports To:	Resource Sharing Supervisor, Interlibrary Loan (ILL) Lending Coordinator
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	May 2021

Primary Purpose

The Library Assistant: Recourse Sharing, Circulation Services is responsible for processing requests related to lending of University of Waterloo (UW) library resources and for assistant the Resource Sharing and ILL Lending Coordinator with overseeing the daily operations of all aspects of filling resource sharing requests to the level of defined service standards.
In addition, the incumbent is responsible for the smooth operation of returns of materials from OMNI libraries and from UW locations. The incumbent is also responsible for providing outstanding client service at physical and virtual service points.

Key Accountabilities

Processes requests and oversees daily operations for lending UW materials to requestors within and outside of UW

Resource sharing fulfills requests from libraries in the Ontario Council of University Libraries (OCUL) OMNI consortium, throughout Canada, the United States and other international locations, as well as requests from Waterloo patrons.

- Determines if the material is held by UW or the Affiliated and Federated libraries and eligible for loan, and retrieves and processes the material for the appropriate delivery service: digitization; pickup on-site; mail out
- Completes appropriate records for each transaction
- Ensures that any items that are discovered to be missing are moved into the appropriate workflow
- Uses and wide variety of online systems and detailed manual workflows, requiring an excellent understanding of the functionality at each step in order to make service-based decisions when dealing with the frequent exceptions
- Assists with inputting invoice information into the campus-wide Accounts Receivable system so that invoices can be generated for payment of interlibrary services to other institutions
- Provides training to staff that are brought in from other areas of the department from time to time to assist with workloads
- Assists in providing oversight for Resource Sharing Clerks and other departmental staff to ensure that all daily tasks are being covered in a timely manner in accordance with service standards
- Provides backup support for any communications that are required with other campus libraries regarding procedures or issues
- Resolves problems associated with individual requests for books or articles
- Suggests process improvements to the ILL Lending Coordinator

Ensures that print materials returned from campus locations and other OMNI libraries are properly processed

- Daily processing of materials is handled by many department staff throughout the day and on evenings and weekend. The incumbent ensures that processes are being consistently followed so that materials are being sent to their destined locations accurately and in a timely way
- Processes these materials when necessary
- Suggests improvements in workflow to the ILL Lending Coordinator

Provides outstanding client service at service points and with all library, campus and external library community members throughout the workday

- 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
- 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
- Shares in the provision of circulation frontline services
    - Typically works eight to ten hours per week at either the circulation desk or at one of the virtual patron support services
    - Participates in provided evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

**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

- Undergraduate degree or equivalent in education/experience

Experience

- Experience with an integrated library system
- Experience in library operations, particularly knowledge of Interlibrary Loan is preferred
- Experience providing frontline customer service

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communications and interpersonal skills; proven attention to detail
- Demonstrated analytical and problem-solving skills
- Proven aptitude with software applications
- Proven ability to take initiative
- Proven ability to manage and prioritize tasks

Special Conditions

- Moderate lifting and carrying of library materials is required

Nature and Scope

- **Contacts:** Internally, works with colleagues in the library and in other campus libraries. Communicates with members of the UW community on requests and other library services. Externally, communicates with institutional borrowers to whom service is provided.

- **Level of Responsibility:** The job has detailed processes which are handled independently. Works with minimal supervision and provides some oversight to others working in the same area.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with the supervisors and others to solve more complex problems.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment. Moderate lifting and carrying of library materials.
- **Working Environment:** The position is office based. Minimal exposure to disagreeable conditions typical of a public service position, and with responsibility for maintaining daily workflows.