

Job Description



Job Title:	Library Assistant, Collections
Department:	Porter Library, Circulation Services
Reports To:	Manager, Circulation Services: Collections Maintenance
Jobs Reporting:	N/A
Salary Grade:	USG 5
Effective Date:	January 24, 2018

Primary Purpose

The Library Assistant, Collections is primarily responsible for overseeing the daily operations and continued maintenance of a variety of collections, such as the Porter Library Controlled Access, Microform, and Waterloo Reads collections; overseeing the operations of conducting inventory of the Dana Porter and Davis Centre Libraries; assisting with collection maintenance project work at the Dana Porter and Davis Centre Libraries; and for providing outstanding client service at the service desks.

Key Accountabilities

Overseeing the Porter Library Controlled Access, Microform and Waterloo Reads collections:

- Organizes the shelving processes of new and returned volumes received
- Ensures the collections are maintained in proper order
- Trains and directs the work of the casual staff members shelving materials
- Provides training to Circulation Services staff on the operations of the Micro Scanners and serves as a resource person to Library staff and external library users
- Investigates and conducts initial trouble-shooting of technical problems with the Micro Scanners and communicates problems to Library Technical and Facilities Services
- Investigates and tests the implications of new content upgrades to the Micro Scanners and makes recommendations on these issues to the Manager
- Creates and updates procedures
- Ensures that associated statistics are collected and reported as appropriate

Overseeing the operations of conducting inventory

- Assists the manager with developing the processes and procedures for conducting inventory
- Assists the manager and the Collections Maintenance Data Analyst & Supervisor with creating the reports needed to obtain the library data required, and runs the reports developed for the inventory process
- Trains and supervises the co-op and casual student staff hired to assist with the inventory process
- Investigates and resolves problems
- Maintains statistics of inventory results

Provides collection maintenance support by participating in large scale special projects

- 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to the Waterloo libraries' holding and item records for materials transferred to another Waterloo library location or withdrawn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
- Participates in the planning of special projects such as shifting collections, transferal and withdrawal projects, and acts as a resource to staff within the department
- Provides direction and training to casual and contract staff hired for collection project work

Provides outstanding client service at the circulation desk, typically working two 2 hour desk shifts per week, and with all library and campus 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
- Practices service standards that have been developed for their roles
- Provides frontline service at circulation desks:
 - Charges and renews books; routes library material to correct locations; registers patrons; helps patrons find and access the resources they need; assists students accessing course reserve material; takes payments with an automated system
 - Provides a miscellany of related services, such as: basic support for public-facing technology such as printing and networking problems; support for micro reader machines; support for different hardware devices available at the service desks for patron use.
 - Is alert for, and acts upon, opportunities to engage patrons more fully in the research process by directing them to appropriate experts and resources
- Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

Provides outstanding client service at the circulation and cartographic information services in the Geospatial Centre

- Provides high-quality customer service, with incorporating the same customer service standards as outlined for the circulation desks in the section above, at the Geospatial Centre for six hours per week
- Assists in training casual staff who provide services in the Geospatial Centre
- Assists Geospatial Centre staff by working on special projects such as participating in the development of displays as service desk workloads allow

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

Required Qualifications

Education

- Post-secondary education or equivalent education and/or experience

Experience

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

Knowledge/Skills/Abilities

- Proven excellent communication and interpersonal skills
- Demonstrated commitment to excellent customer service
- Be a proven self-starter with demonstrated ability to think critically in order to resolve problems quickly and accurately
- Demonstrated ability to use technological solutions to improve processes and communication

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- Demonstrated ability to quickly learn new technologies
- Planning and Organization
 - Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged
 - Uses sound methods to plan, track and report work
- Technical
 - Basic Excel, Word and PowerPoint
 - Email
 - Working in and navigating web base 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 the Manager, but performs duties with relative independence and exercises strong judgement. This position has no direct reports.
- **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:** Demands typical of an office administration position operating within a client focused, office environment. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an open office environment.