Job Description

Job Title:	Course Reserves Assistant
Department:	Library
Reports To:	Manager, Resource Sharing and Reserves
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	May 2024

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.

The Course Reserves Assistant reports to the Manager, Resource Sharing and Reserves and fulfills materials for the Course Reserves service--critical to the teaching and learning mission of the University. The Assistant works closely with instructors to ensure that course materials available to students. The Course Reserves service has peak periods each term that require a flexible schedule including days, evenings and weekends.

Key Accountabilities

Fulfills Course Reserves requests

- Processes requests from instructors for digital and print materials to be made available to students via a variety of channels
- Develops expertise in the systems and policies needed to process Course Reserves to be able to explain this critical service to instructors and students
- Ensures that requests are processed accurately, that scanned materials are of a high quality, and that processing is completed within published service standards
- Maintains knowledge and ensures consistent application of copyright policies and practices
- Articulates copyright policies and practices associated with digital and print reserves to course instructors from all Waterloo campuses
- Requests permission from authors, publishers, and/or copyright clearinghouses and purchases transactional licenses for requests requiring copyright clearance

Supports Course Reserves

- Identifies and troubleshoots Course Reserves problems, referring issues to supervisor or other colleagues as appropriate
- Tests new content delivery models, copyright scenarios, and software features related to the delivery of Course Reserves
- Serves as a resource person on Course Reserves matters to Library staff and campus partners

Supports Circulation Services

- Provides an enhanced level of service that includes directional support for guiding users to library research tools and other services
- Provides outstanding service at virtual and in-person service points for all library, campus, and community members
- Consistently practices a wide variety of client services skills such as: patience, attentiveness, positive language, willingness to learn and problem solve on behalf of library patrons
- Identifies opportunities for continuous improvement, and participates in working groups and committees
- Supports and advances the Library's strategic directions to further the library's contribution to the campus Strategic Plan
- Typically works a variety of service desk shifts on campus.
- Supports service points with flexible coverage including days, evenings and weekends

Other duties and projects assigned individually may include:

- Provides support to the User Experience team
- Supports access to alternative format resources
- Assists with training on Course Reserves practices and procedures, including providing direction and guidance to other Library staff as needed

**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

- Post-secondary education or equivalent experience is an asset

Experience

- Experience in library operations, working knowledge of Course Reserves is an asset
- Demonstrated experience successfully collaborating in a collegial team environment
- Experience providing frontline customer service

Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail
- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Demonstrated analytical and problem-solving skills
- 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:** Communicates with instructors and students. Contacts copyright collectives, publishers, and individual rights holders to clear copyright on behalf of the University
- **Level of Responsibility:** Completes detailed processes independently. Works with minimal supervision and provides guidance to others.

- **Decision-Making Authority:** Responsible for problem-solving daily issues with colleagues. Works with supervisor to solve larger problems. Authorized to purchase transactional copyright licenses on behalf of University.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment. Moderate lifting and carrying of library materials. Extensive computer work.
- **Working Environment:** This is a public service position with responsibility for a high-demand, time-sensitive activity and is required to work a flexible schedule including days, evenings and weekends.