Job Description

Job Title:	Library Associate, Service Desk and Collection Maintenance
Department:	Library – Circulation Services, Musagetes
Reports To:	Library Coordinator and Supervisor
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 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.

The Library Associate, Service Desk & Collection Maintenance is responsible for managing all activities related to the service desk, circulation services and collection maintenance in the Musagetes Architecture Library in Cambridge. The incumbent reports to the Library Coordinator and Supervisor and works diligently to parallel services offered at other campus Libraries.

Key Accountabilities

Circulation services

- Provides outstanding client service at library service points and 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
- Along with the Library Coordinator & Supervisor (LCS) Library Associate ensures that the Musagetes library and circulation desk are opened and closed as scheduled including evenings and weekends, and that qualified staff are in place during these times
- Provides evening and weekend back-up coverage at Musagetes if/when a need arises, and may be called upon to provide backfill at main campus libraries on occasion
- Processes materials for interlibrary lending; communicates with other library staff on resource sharing-related issues
- Processes course-related and other materials for the reserves collection and compiles usage statistics; communicates with other library staff on reserves-related issues; maintaining a firm understanding of copyright issues and communicating with faculty to ensure that copyright guidelines are understood
- Contributes to continuous improvement in the department by identifying and bringing forward issues, and by participating in working groups and committees as opportunities arise
- Attends main campus Circulation Services meetings
- Performs backup duties for the LCS and the Library Associate, Information Services & Resources including making changes to daily schedules and recording/ approving student staff hours to the

University payroll department, conducting library tours and assisting with the creation of instruction materials
- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan

Supervision and training
- Interviews, hires, trains and schedules student staff together with the LCS
- Provides training in Circulation Services processes and procedures for Musagetes Library staff and maintains documentation for unit specific processes
- Develops and coordinates daily activities and workflows and provides direction to student staff conducting circulation and collections duties and projects
- Provides general support and coaching to student staff on their performance such as the accuracy and effectiveness of their work and time management

Collection maintenance
- Continuously monitors the condition of physical collections and ensures that collections are well managed and accessible for patron use
- Works with the Architecture liaison librarian and Head, Porter ISR to develop and implement collection maintenance projects
- Produces collections statistics to support collection activities and projects
- Processes new library materials according to best practices provided
- Coordinates searching for missing items and ensures that searching occurs in a timely manner
- Assesses the condition of library print materials, applies appropriate preservation techniques to at-risk and damaged item and prepares materials for binding
- Conducts inventory and produces data reports as needed

Information service
- Provides information services to users by analyzing and interpreting clients' queries and helping them locate and use library resources
- Maintains basic geospatial service knowledge
- Is alert for, and acts upon, opportunities to engage patrons more fully in the research process by directing them to appropriate experts and resources

**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
- Significant experience in library operations, specifically circulation services and circulation systems
- Supervisory experience with proven experience in mentoring, coaching and performance assessment
- Significant experience in providing and training/coaching for excellence in customer service
- Experience in a fast-paced environment and creative problem solving related to staffing with changing priorities

Knowledge/Skills/Abilities

- Proven excellent communication skills, both oral and written, and commitment to fostering positive working relationships & building partnerships
- Excellent customer service skills with demonstrated tact and diplomacy and a strong commitment to the promotion of positive public relations amongst library users and staff
- Proven ability to work effectively in a service-oriented environment, which values collaboration and collegiality, and to interact with all staff in a respectful and sensitive manner
- Proven self-starter with demonstrated commitment to innovation, creativity, and excellence
- Ability to independently, as well as collaboratively, identify, plan, coordinate, and implement new services, resources, and work methods
- Well-developed organization and problem-solving skills
- Proven aptitude to learn new software applications, independently and with support
- Intermediate skills in Microsoft Office suite

Nature and Scope

- **Contacts:** Excellent interpersonal, organizational and communication skills with a commitment to high quality customer service are required. An ability to work independently and in a team environment is essential. Internally, the position communicates with all other Musagetes Library staff, School of Architecture faculty, administration and students, and the public. Externally, this position will have significant communication with others sharing the same responsibilities amongst the main and affiliated libraries of the University of Waterloo.
- **Level of Responsibility:** The position is responsible for day-to-day provision of circulation services, and collection maintenance activities. The position supports the delivery of information services in collaboration with other Musagetes Library staff. This position works collaboratively across departments and is a participant in decision making within the Musagetes Library.
- **Decision-Making Authority:** Jointly responsible for the planning, coordination, and implementation of circulation services, planning and implementation of collection maintenance and evaluation projects and special projects, with the support of Musagetes Library and Circulation Services colleagues.
- **Physical and Sensory Demands**: This position requires attention detail and the ability to work with multiple daily distractions and interruptions, ability to work effectively with others across Library and School departments. Moderate lifting and carrying of library and display materials is required.
- **Working Environment:** The position is primarily office based with limited work-from-home opportunity. Exposure to disagreeable conditions typical of a public-facing information services position.