

Job Description



Job Title:	Library Associate, Information Services & Resources
Department:	Library - Porter Information Services & Resources (Musagetes)
Reports To:	Head, Porter Information Services & Resources
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	December 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, Information Services & Resources has the primary responsibility of providing basic to intermediate Geospatial Information Services (GIS) and specialized GIS instruction in the Musagetes Architecture Library, in collaboration with the Geospatial Centre. The incumbent is accountable for the promotional activities of Musagetes, in close collaboration with the Liaison Librarian for Architecture and other Musagetes staff, including managing web and social media content and associated communications, liaising for Outreach activities, and participating in Open House activities. The incumbent is responsible for day-to-day information services provision in a variety of environments.

Key Accountabilities

As a member of the Musagetes Architecture Library, the Library Associate, Information Services & Resources is an effective, collaborative, supportive team member by:

- Working closely with other members of the Musagetes Architecture Library, as well as the Geospatial Centre and Library Communications
- Reviewing and developing of recommendations for service delivery, development, and collection lifecycle management
- Communicating effectively with the School of Architecture counterparts to enhance relationship and to ensure the strong geospatial service delivery and outreach efforts, in close collaboration with the Liaison Librarian for Architecture and other Musagetes staff
- Providing information services to users by analyzing and interpreting clients' queries and helping them locate and use library resources, with particular focus on Geospatial Information Services
- Recommending improvements to area workflows as appropriate
- Sharing in the continuous evaluation, problem solving, and planning activities for the library's patrons
- Participating in reviews and working groups as appropriate

Responsible for day-to-day provision of information services and GIS services:

- Providing information services at Service Desk and virtually
- Training other branch staff for basic GIS service delivery

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<ul style="list-style-type: none">• Providing consultations to faculty, students, and staff with regards to GIS, referring them to the Geospatial Centre staff as appropriate• Maintaining awareness of current trends in Geospatial Information Systems (GIS) & related technologies• Updating and refining GIS technical skills on a continual basis
<p>Responsible for the promotional planning including web content, displays, and signage, in close collaboration with other Musagetes staff, by:</p> <ul style="list-style-type: none">• Developing and implementing yearly promotion plan for resources and services offered by the Musagetes Architecture Library• Creating and editing content for library displays, library publications, course specific handouts, social media and websites.• Leading outreach efforts within the School of Architecture and in collaboration and alignment with the main Library system• Participating in the relationship building with student groups along with other Musagetes staff• Developing and maintaining working knowledge of web and social media best practices, the Waterloo Writing Style Guide, user needs assessment, and usability testing• Developing and leading the implementation of branch-specific user needs and usability protocols in collaboration with UX library staff. Analyzing and communicating findings and creating recommendations reports for implementation
<p>Participates in meeting the instructional needs of the Musagetes Architecture Library by:</p> <ul style="list-style-type: none">• Providing GIS information services, including the identification and provision of data sets, limited software manipulation of the data with the intent of making users self-sufficient. Service is provided in person, by phone, by email. Advanced requests are referred to the Geospatial Centre• Developing and providing course-related GIS instruction in collaboration with the Liaison Librarian for Architecture and, as appropriate, the Geospatial Centre. Liaising with the Geospatial Centre to ensure the local delivery of advanced and/or multi-part GIS instruction• Participating in projects with the Geospatial Centre to advance GIS services• Supporting the efforts of the Liaison Librarian for Architecture by:<ul style="list-style-type: none">○ Identifying and developing content ideas relevant to course assignments for integration in synchronous and asynchronous instruction○ In a classroom setting, helping students to follow the assignment and performing other tasks related to instruction delivery• Giving tours to groups of students and staffing library displays and outreach efforts
<p>Responsible for supporting the Collection Lifecycle Management efforts of the Musagetes Architecture Library by:</p> <ul style="list-style-type: none">• Gathering and organizing information required by the Liaison Librarian for Architecture to make decisions regarding the selection and renewal of information resources• Participating actively in collection evaluation and review efforts by gathering information about library holdings, usage, costs, citation analysis, availability of items at other institutions, etc.• Working collaboratively to ensure active access to the physical and virtual collections
<p>Provides support and backup for Musagetes Circulation staff as needed, including</p> <ul style="list-style-type: none">• Assisting with aspects of recruitment, training, supervising and scheduling of student staff• Processing materials for interlibrary lending• Supporting Service Desk operations

**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*

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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 <ul style="list-style-type: none">• Undergraduate degree or equivalent in education/experience
Experience <ul style="list-style-type: none">• Experience in addressing challenges and opportunities associated with a rapidly changing environment, including the ability to manage and prioritize tasks• Experience in an academic library setting• Experience providing training in a workplace setting• Experience with a web content management system
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proven excellent communication skills, both oral and written, and commitment to fostering positive working relationships & build partnerships• 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• Demonstrated commitment to high-quality customer service• Proven self-starter with demonstrated commitment to innovation, creativity, and excellence• Ability to work 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• Intermediate skills in ILS and basic skills in GIS software, web best practices and associated software

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 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, branch and affiliated libraries of the University of Waterloo.
- **Level of Responsibility:** The position is responsible for day-to-day provision of information services and GIS services (in person, and virtually), instruction of basic to intermediate GIS for both patrons and staff, support and participation in non GIS instruction, promotional planning and implementation including web communications, displays, and signage, in collaboration with the Liaison Librarian for Architecture.
- This position works collaboratively across departments to ensure access to collections, working effectively with main campus partners involved in GIS services and promotion/outreach, provides supervision of coop students as necessary, back up for coordinating Service Desk service delivery and handling required financial operations such as bank deposits, and participation in decision making within Musagetes.
- **Decision-Making Authority:** Responsible for the planning, coordination and implementation of promotional and outreach activities and GIS service delivery and instruction, supervision of the GIS

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component of the coop student's duties, planning and implementation of collection analysis and evaluation projects and special projects, with the support of the Liaison Librarian.

- **Physical and Sensory Demands:** This position works 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 suitable for hybrid work. Exposure to disagreeable conditions typical of a public-facing instructional and information services position such as upset patrons or staff complaints is minimal. Some additional required adjustments to cover for absenteeism and statutory holidays. May be on call on evenings and weekends as needed.