

Job Description

Job Title:	Library Associate, Information Services & Resources
Department:	Library – Dana Porter Library Information Services & Resources
Reports To:	Architecture Librarian
Jobs Reporting:	Co-op(s)
Salary Grade:	USG 7
Effective Date:	January 2015

Primary Purpose

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 Architecture Librarian, including managing the website 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 members of the Musagetes Architecture Library as well as the Geospatial Centre and the Outreach Committee
- 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 Architecture Librarian
- 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
- Trains other branch staff for basic GIS service delivery
- Provides consultations to faculty, students, and staff with regards to GIS, referring them to the Geospatial Centre staff as appropriate
- Maintains awareness of current trends in Geospatial Information Systems (GIS) & related technologies
- Updates and refines GIS technical skills on a continual basis

Responsible for the promotional planning including web communications, displays, and signage, in close collaboration with the Architecture Librarian, by:

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- Developing and implementing yearly promotion plan for resources and services offered by the Musagetes Architecture Library
- Collecting, verifying and editing content for library displays, library publications, course specific handouts, and websites.
- Participating in Outreach efforts with the Library and leading Outreach efforts with the School of Architecture
- Participating in the relationship building with student groups along with the Architecture Librarian
- Developing and maintaining working knowledge of web best practices, Waterloo style guide, online user needs assessment, and usability testing
- Participating in the development, and leads the implementation of Branch-specific user needs and usability protocols, implementation, and analysis. Creating recommendations reports and ensuring communication of findings

Participates in meeting the instructional needs of the Musagetes Architecture Library by:

- 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 close collaboration with the Architecture Librarian 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 Architecture Librarian by:
 - Identifying and developing search examples and reference materials relevant to course assignments and instructional sessions
 - In a classroom setting, helping individuals follow the assignment, operating computer equipment, and performs other tasks related to instruction delivery
- Giving tours to groups of students and staffing library displays and outreach efforts

Responsible for supporting the Collection Lifecycle Management efforts of the Musagetes Architecture Library by:

- Gathering and organizing information required by the Architecture Librarian 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 collection
- Bibliographic searching related to potential gifts and ensure appropriate processing of accepted gifts with the Cataloguing Department

As a Library Associate who may undertake supervision, as appropriate:

- Recruits, trains, schedules and supervises co-op student(s), in consultation with the Architecture Librarian and the Geospatial Data Services Librarian
- Coaches, trains and develops employee(s) to assure growth and development of that(those) individual(s)

Performing specified backup duties for the Library Associate, Services Desk & Collection Maintenance as needed, including

- Dealing with fines-related issues, handling TRELIS-related reports including Cognos and RACER reports
- Processing materials for interlibrary lending through the TUGbars and ILL [RACER] service
- Coordinating Service Desk service delivery
- Handling required financial operations associated with running the Musagetes Architecture Library, such as bank deposits

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 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 Architecture Librarian. 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 the 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 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.

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- **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 primarily office based. Exposure to disagreeable conditions typical of a public-facing instructional and information services position such as upset patrons or staff complaints is minimal. Summer term may require adjustment to hours. Some additional required adjustments to cover for absenteeism and statutory holidays. May be on call on evenings and weekends as needed