#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Resource Sharing Coordinator

**Job Number:** L-020 | VIP: 1308

**Band:** OPSEU- 8

**NOC:** 1451

**Department:** Library & Archives

**Supervisor Title:** Manager, Library Services

**Last Reviewed:**  June 22, 2022

#### **Job Purpose:**

Under the direction of the Manager of Library Services, the incumbent is responsible for coordinating the day-to-day delivery of Resource Sharing Services for all borrowing and lending of items between institutions, including interlibrary loan, fulfillment networks, and academic reciprocal borrowing. The incumbent is the lead hand to members of the Resources Sharing team. Other responsibilities include direct supervision of student employees, providing information and fulfillment services at the Library Services Desk, and supporting copyright requests and queries as a member of the Copyright team. Shares responsibility for covering service points during all operating hours including evenings and weekends.

#### Key Activities:

##### Resource Sharing

As the Resource Sharing coordinator:

* Within a consortial environment and as directed by the unit manager, coordinates the activities of the Resource Sharing team, including automated fulfillment network requests, interlibrary loan, and reciprocal borrowing, to provide exemplary service to the university community and other libraries and their patrons.
* Regularly collaborates with the Durham Library, Library Systems, and Library Service desk teams to ensure Resource Sharing services are integrated and streamlined with other library functions and services.
* Coordinates with the Durham Library Manager and Copyright team to ensure Resource Sharing policies and practices align with Trent University Copyright practices.
* Responsible for coordinating the tracking and reporting of Resource Sharing statistics for the purpose of assessing services and informing decision making.
* Evaluates and assesses turnaround time for resource sharing requests, addressing concerns when necessary, and identifying opportunities for improvement and efficiencies.
* Assists the unit manager with reviewing, assessing, and updating Resource Sharing workflows and procedures.
* Responsible for creation and maintenance of Resource Sharing documentation.
* Trains staff in Resource Sharing responsibilities and tasks.
* Advises the unit manager on supply and equipment needs, and hardware and software improvements for successful Resource Sharing operations, including coordinating purchases with the approval of the unit manager.
* Participates in consortial Resource Sharing discussions and groups and remains current with Resource Sharing technology and trends through active participation in communities of practice.
* Works with the unit manager to coordinate communications, marketing, and outreach for Resource Sharing services, including maintaining Resource Sharing webpages and instructional materials for the university community.
* Acts as backup for financial tasks associated with Resource Sharing.

As a member of the Resource Sharing team:

* Using specialized software, processes resource sharing requests for physical and electronic copies of other libraries’ materials for use by Trent students, faculty, and staff. Verifies requests, searches commercial databases and online resources, checks against local holdings, and identifies and selects appropriate locations to obtain requested item.
* Assesses and resolves material or service problems, determining the cause of the issue and with minimal supervision selects, explains, and implements appropriate solutions. Communicates with Trent students, faculty, and staff to clarify resources sharing policies and procedures and to resolve concern regarding their resource sharing requests.
* Uses advanced Resource Sharing techniques and standards to provide exceptional customer service and efficient delivery of materials, including conducting reference interviews as needed to confirm and correct bibliographic information provided by library clients.
* Provides ongoing instruction and support to a diverse population with varying degrees of understanding about Resource Sharing, including students, staff, faculty, student employees and colleagues at both libraries.
* Where applicable, assesses resource sharing fines and fees and applies fees to patron library accounts, ensuring accuracy of fees and calculating currency adjustments as needed.
* Using specialized software, processes resources sharing requests for physical and electronic copies of Trent library materials from other libraries, including locating and confirming availability of requested items. Reviews lending requirements and ensures they can be followed.
* Ensures materials supplied to fulfill requests at other libraries align with university copyright policies and/or are permitted under publisher licence agreements.
* Uses a variety of specialized hardware and software to create, manipulate, and deliver secure digital documents.
* Prepares outgoing materials, selecting the appropriate shipping method, and ensuring materials are secure, traceable, and identifiable.
* Effectively communicates with a diverse range of resource sharing partners and participants, including those at other institutions regionally, nationally, and internationally.

##### Library Service Desk

* Triages incoming questions in person, via telephone, and online/via email. Responds to Library Services questions and general information requests in a professional and timely manner, and redirects all other requests and questions as appropriate.
* Provides general reference services to assist patrons in clarifying and interpreting their information needs and recommending appropriate materials and sources to meet users’ needs.
* Instructs patrons in the use of the library’s discovery system, databases, and other electronic tools.
* Provides effective front-line customer service, resolving or escalating patron concerns and troubleshooting issues with library technology such as the library discovery system, online databases, and room booking systems.
* Performs the complete range of circulation duties including loans, returns, holds, transits, digitization, bookings, and fines and fees processing.
* Assists with processing of physical items for course reserves.
* Assists patrons with use of microfilm and microfiche readers.
* Registers exempt patrons and external borrowers within the Library Services Platform (LSP), and issues library cards as appropriate.
* Understands, communicates, and enforces library policies and procedures.
* Performs all opening and closing procedures at the service desk.
* In the event of an emergency, follows emergency protocols. Acts as and maintains training as a fire marshal for Bata Library, and acts as primary contact for matters related to security and emergency services during evening and weekend shifts.
* Records statistics related to inquiries and patron numbers.
* Provides general library support as needed, including shelving, searching for, retrieving, and processing library materials, processing incoming and outgoing mail including resource sharing materials, and locks and unlocks main library doors.
* Under the direction of the unit manager, creates and posts social media content for the Library Services unit across multiple social media channels.

##### Human Resources

* Interviews, hires, trains, and directly supervises part-time student assistants working at the Library Services desk.
* Shares responsibility for developing and maintaining Library Services student assistant work schedule, and handling schedule conflicts and absenteeism with the Library Service Desk & Fulfillment Coordinator.
* Ensures that documentation and mandated training related to student assistants is complete, including job postings, income tax forms, Trent Work Study forms, and AODA and Health & Safety compliance. Maintains student personnel files.
* Ensures that student timesheets are accurate and submitted on time. Maintains and monitors internal records of student hours and submits them to the unit manager or designate for budget tracking purposes.
* Shares responsibility for documentation of Library Services student assistant procedures with the Library Service Desk & Fulfillment Coordinator. Collaborates with all other Library & Archives student supervisors on maintaining Student Assistant online documentation and communications space.
* Supervises and directs the activities of student assistants working at the Bata Library Service desk.
* Provides training, guidance, and direction to Resources Sharing team staff, assigning and monitoring work for accuracy and completion, and providing input into staffing decisions and performance evaluations.

##### Copyright

* Processes copyright requests regarding course materials by consulting copyright guidelines and may include scanning works or creating persistent links in the learning management system.
* Triages copyright information requests from Trent University’s faculty, staff, and students and with the copyright team, responds to requests.
* Under the direction of the copyright manager, develops educational materials with the copyright team for Trent University’s faculty, staff and students outlining the rights, responsibilities and restrictions found in Canadian Copyright Act, and includes posting educational materials.
* As a member of the copyright team, assists with management of copyright licences in the context of a variety of formats including reprography, digital copying, and public performance rights; under the direction of the copyright manager, seeks permissions and appropriately exercises rights provided through other contracts and legislation.
* Stays abreast of copyright policies and Canadian Copyright Law and Fair Dealing guidelines as they apply to higher education and recommend revisions of Trent University’s procedures.
* As a member of the copyright team, assists with the development of institutional copyright policies.

##### Other

* Contributes to Library & Archives special projects as required.
* Facilitates learning related to information services in both formal and informal sessions.
* Sits on Library & Archives committees as needed and with the approval of the unit manager.
* Performs other duties as assigned by the unit manager.

#### Education Required:

* A general university degree (3 year) required ***and***

a Library & Information Technician Diploma (2 year) or an acceptable equivalent combination of education and experience.

#### Experience/Qualifications Required:

* Minimum of five (5) years of experience in libraries (academic libraries preferred), showing progressive experience in coordination of interlibrary loan and other resource sharing services.
* Minimum of two (2) years of experience working with Integrated Library Systems (ILS) or Library Services Platforms (LSP), including developing or working with system-generated reports.
* Minimum of three (3) years of experience working with interlibrary loan and/or resource sharing systems.
* Demonstrated supervisory experience.
* Evidence of superior service orientation exhibited through excellent interpersonal skills and creative approaches to problem resolution.
* Demonstrated tact and diplomacy, and a strong commitment to the promotion of positive public relations amongst users and staff.
* Excellent skills in searching library catalogue and databases and locating resources.
* Proven ability to produce work of quality with a high degree of accuracy, while managing multiple priorities.
* Ability to work both independently and as part of a team, with awareness of when to take initiative and when to consult with others.
* Must be highly organized and able to take initiative.
* Demonstrated commitment to continuous improvement.
* Able to commit to and be flexible in work schedule, including working daytime, evenings, and weekends.
* Physical ability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 15 kilograms.
* Certificate in Canadian Copyright Management and/or additional copyright courses are an asset.
* Experience Alma is an asset.
* First Aid certification is an asset.

#### Supervision:

* Lead hand to Resources Sharing staff. Provides training, guidance, and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Directly supervises and directs the activities of student employees working at the Bata Library Service desk.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

* As Lead of Resource Sharing: assesses and adjusts services and procedures, based on statistics and observation; evaluates workflow and recommends modifications; prepares and updates documentation for staff to follow; analyzes equipment suitability and requirements; creates educational material.
* Service Desk:
* At times is the only staff member in the library (evenings/weekends) and may have to analyze a wide range of information when alone and adapt based on the situation to determine appropriate actions. This can include emergency situations.
* Working with numerous systems, staff generally attempt to follow documentation. However, in some circumstances a discovery and exploration-based approach is needed.
* When there’s a problem with access to material, staff discuss possible solutions with the patron. “This link appears to be broken; I will report the problem to our library systems staff,” or “This database is providing only the citation; to obtain the full text you will need to use our interlibrary loan system; can I show you how to do that?” or “This provider of this e-book only allows one person at a time to access the e-book. You will have to wait to access it, or we can look for other ways to access this book.”
* Staff must quickly figure out and adapt to the user’s communication abilities and preferences. For example, for every interaction staff need to be asking themselves: Is English this person’s second language? How many seconds of silence do they need before they start speaking? What level of technical knowledge do they possess? Are they hard of hearing? Are there any background psychological factors impacting the communication, such as anxiety, stress, cultural or personal issues normally dealt with at Student Accessibility Services or other support services?
* Analysis is required to determine the most appropriate course of action when students cannot fulfill their scheduled shifts, leading to referral to establish practice and possibly adjusting priorities to respond to this circumstance.
* Copyright: ascertaining the source of a document and interpreting legal documentation.

##### Decision Making

Decisions are standardized but somewhat varied, and adaptation is required. Receives occasional supervision in carrying out tasks that require decisions beyond the scope of established practice. Decisions require planning and developing procedures within defined policy and in accordance with accepted standards for the profession.

Examples:

* As the Lead, Resource Sharing, creates and documents workflows for staff to follow, trains staff.
* Service Desk:
* Fulfillment: a patron owes money but says they have paid the fine and need the item for an assignment due tomorrow – decide whether to override policy, considering the ramifications of doing so. When to elevate this higher, considering time restrictions.
* Research questions: deciding how much information the patron can absorb, selecting appropriate resources for the question; deciding when the researcher should be directed to someone else.
* Copyright: Does the file represent more than the acceptable percentage of the work? Does copyright apply to this document? Is there an exemption? Is it reasonable use? Has copyright expired?

##### Impact

Impact on the organization is likely to extend to other work groups and may also have some effect on and extend to multiple service partners. Errors are difficult to identify and correct and generally cause interruption in work and loss of time to colleagues in the same work group, faculty and students, *and other libraries* to trace and correct. Errors that go undetected may affect decisions or actions, leading to a minor negative impact to the organization.

Examples:

* Service Desk:
  1. Failure to respond respectfully and effectively to patron requests or concerns may impact patron satisfaction and institutional reputation.
  2. Failure to respond appropriately to emergency situations in the library may result in severe or imminent safety risks to students, staff, and faculty, as well as damage to library facilities and/or physical library collections.
  3. Incorrect information provided for research questions impacts students’ ability to complete course work satisfactorily; incorrect information provided to instructors impacts their ability to teach courses.
  4. Mistakes have implications for colleagues who staff the desk, as uneven levels of service can be provided.
  5. Interactions between library staff and students will impact student satisfaction with library services and, more broadly, student retention rates.
* Resource Sharing:
  1. It takes time for borrowing resources to be processed and arrive at Trent, and there’s often a tight timeframe. If the wrong item is requested, students and researchers won’t get materials in time to make use of them and staff time at several institutions will be wasted, since the automated system moves requests through a rota before returning it to Trent.
  2. The Interlibrary Loan-Lending department is mandated to provide academic research material in the form of copies or loans.  Trent’s reputation as a member of our various consortia agreements would be negatively impacted if a high degree of accuracy and efficiency were not maintained.
  3. Providing a copy request that is an infringement of copyright policy could cause legal retribution as well as damage to Trent’s reputation as a centre for research.
* Copyright:
  1. A poor decision on copyright approval could result in legal proceedings for the University and damage Trent’s reputation.

##### Responsibility for the Work of Others

Responsibility is a normal job requirement, typically responsible for a small group of co-workers engaged in the same or closely related work, or a larger group doing routine work. Performs the more complex and difficult tasks personally. Includes: providing training, guidance, direction; assigns and monitors work for accuracy and completion; may provide input into staffing decisions and performance evaluations.

**Directly responsibility:**

* Student Library Assistants – part-time student employees (up to 6 students)
  1. Interviewing and hiring
  2. Scheduling, handling schedule conflicts, and absenteeism
  3. Assigning work, monitoring progress, evaluating work, providing feedback

**Indirectly responsibility:**

* Resources Sharing lead hand to all staff involved in Resource Sharing.
* Student Library Assistants – part-time student employees
  1. Following priorities outlined by direct student assistant supervisors, directs and supervises student assistants when working on the Library Service desk.
  2. Assists direct student assistant supervisors with ongoing training of Library Services student assistants when working at the Library Service desk.
  3. In the absence of the student supervisor, assists with modifying student assistants’ schedules as needed.
  4. Shares regular feedback on student assistants’ performance with their supervisor.

Example:

* The student worker at the Service Desk answers routine questions, but the staff member is there for more difficult questions and to ensure the student answers correctly. Some training is involved if the student lacks basic knowledge.
* Anyone working in Resource Sharing who is unsure how to handle a specific request would ask for assistance from this person. This position also creates procedural documentation to assist all workers.

##### Communication

Communication involves the ability to clarify ideas and messages and to summarize or synthesize information according to the audience’s need. Must use judgement in discussing problems, presenting information, and making recommendations. Deals with people at a variety of levels, including students, faculty, administrators, other university departments.

Internal: Registrar, Finance, Payroll, Facilities, Security, Department AAAs.

External: Members of the public, other libraries.

Examples:

* Resource Sharing:
  + Communicates with other libraries worldwide.
  + Requests originate from faculty and students at Trent (borrowing) or from other institutions (lending).
  + A Faculty member requests a unique item that takes considerable time to locate and obtain and might have a fee involved. The incumbent must explain and respond to concerns.
  + A student expected a digitized document and received a physical book, or it’s not in English. The material is what was requested, but they didn’t understand the citation they submitted.
  + A library returns an item that’s damaged. The incumbent communicates with the library and finds a resolution.
  + A library in another country doesn’t use our automated systems and simply sends an email in broken English, requesting a loan. The incumbent carries on a conversation with the library to fill the request.
  + Updates the website and creates other educational material.
* Service Desk
  + The Library Service Desk is the first point of contact for any Library questions or issues. Evenings and weekends, these are the only staff on site, so they must be able to communicate with any individual who enters the library. The library is a public building, so anyone can walk in. Questions can range from simple and directional ones to in-depth research queries.
  + Required to respond to people in person, by phone and online.
  + First point of contact for message sent to the general library email.
  + Explain rules and regulations to library patrons. This includes collecting fines and recalling items.
* Copyright
  + Follow up with instructors to clarify details of a document they plan to distribute to a class, explain why a request was denied or explain Fair Dealing.

##### Motor/ Sensory Skills

Requirement for some level of precision, with some tolerance allowed. Keyboarding and basic manipulation of devices such as computer mouse, scanner, telephone, moving books.

Motor Skills:

* Fine Motor Skills: data entry via keyboard, mouse, scanner
* Dexterity - precision in manipulating a telephone, lifting books, pushing carts

Sensory Skills:

* Hearing: responding to queries at the Service Desk
* Sight: read barcodes, book spines, etc.

##### Effort

Work involves some effort which is not common to most jobs and requires physical demands such as remaining motionless for long periods of time, keyboarding for extended periods, moderate amounts of lifting, stretching, bending, standing, walking. Visual and mental demands involve periods of sustained concentration, sometimes in a busy environment with interruptions and distractions. Effort required causes moderate fatigue.

Example:

* Multiple competing demands: participates in a variety of library services, deals with patron requests through multiple channels (in person, online, and via telephone), supports multiple Library & Archives units.
* Extended periods of visual attention and sustained concentration: compiling data, inputting information into library systems while verifying accuracy; undertaking complex scheduling, reviewing or testing detailed fulfillment procedures and intricate workflows.
* Dealing with frequent interruptions while working at the Service Desk.
* Ability to self-regulate under stressful and demanding circumstances.
* Ability to maintain a calm and professional attitude in emergency situations.

##### Working Conditions

Generally acceptable working environment with moderate exposure to disagreeable elements which may have some consequences on well-being.

Psychological Conditions:

* Complaints: from patrons regarding access to library collections, fines and fees, policies, availability of library space, noise, etc.
* Multiple competing demands - nature of the work results in unavoidable busy periods.
* Frequent interruptions.
* Confidentiality requirements.
* Stress due to possible emergency situations and dealing with them alone.
* Possibility of hostile situations involving stressed patrons or members of the public.
* Evenings and weekends shifts are required.