#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Library Services Desk & Fulfillment Coordinator

**Job Number:** L-093 | VIP: 1760

**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 services at the Bata Library Service Desk, and leads the Library Services Fulfillment team, coordinating circulation and course reserves services. The incumbent is a lead hand to Library staff working at the Bata Library Service Desk and in Fulfillment services, and schedules staffing of the Bata Library Service Desk. Shares responsibility for covering service points during all operating hours including evenings and weekends. Other responsibilities include direct supervision of student employees, supporting the Acquisitions Specialist in acquiring library collections, and supporting reading list processing by collaborating with the Course Reading Support team.

#### Key Activities:

##### Library Service Desk

As the Bata Library Service Desk coordinator:

* Ensures that the Bata Library Service Desk is organized and welcoming.
* Assists the unit manager with reviewing, assessing, and updating workflows and procedures related to provision of services at the Bata Library Service Desk.
* Responsible for creation and maintenance of Bata Library Service Desk documentation.
* Trains staff on Bata Library Service desk responsibilities and tasks.
* Responsible for coordinating the tracking and reporting of statistics related to the Bata Library Service Desk for the purpose of assessing services and informing service desk hours.
* Advises the unit manager on supply and equipment needs and hardware and software improvements for the successful operation of the Service Desk, including coordinating purchases with the approval of the unit manager.
* Works with the unit manager to coordinate communications, marketing, and outreach related to the Service Desk, and maintains webpages related to the Bata Library Service Desk.

As a member of the Bata Library Service Desk team:

* 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.
* 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, trains, hires, and directly supervises part-time student assistants working in the Library Services unit.
* Shares responsibility for developing and maintaining Library Services student assistant work schedule, and handling schedule conflicts and absenteeism with the Resource Sharing 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 (Accessibility for Ontarians with Disabilities Act) 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 Resource Sharing Coordinator and collaborates with all other Library & Archives student supervisors on maintaining Student Assistant online documentation and communications space.
* Develops guidelines and documentation for Bata Library Service team on briefing, directing, and supervising student assistants when working on the Service Desk.
* Supervises and directs the activities of student assistants working at the Bata Library Service desk.
* Provides training, guidance, and direction to Library Service staff in the areas of Service Desk coverage and Fulfillment, assigning and monitoring work for accuracy and completion, and providing input into staffing decisions and performance evaluations.
* Under the direction of the unit manager, undertakes scheduling of Library Service staff to ensure coverage of the Bata Library Service desk.

##### Fulfillment Services

* Coordinates the activities of the Fulfillment team, including circulation, course reserves, and digitization, as directed by the unit manager and in collaboration with the Durham Library, Library Systems, and Resource Sharing teams.
* Assists the unit manager with reviewing, assessing, and updating workflows, and procedures, related to Fulfillment services at both campus libraries.
* Responsible for creation and maintenance of Fulfillment documentation.
* Trains staff in fulfillment responsibilities and tasks.
* Responsible for tracking and reporting Fulfillment statistics.
* Coordinates the processing of physical items for course reserves, including adding and removing library-owned items and instructor’s personal copies, and maintains awareness of Trent University copyright practices as they related to material placed on reserve.
* Works with the unit manager and the Durham Library Manager to coordinate communications, marketing, and outreach related to Fulfillment Services, including maintaining webpages related to fulfillment.
* Participates in fulfillment services discussions and groups and remains current with fulfillment  technology and trends through active participation in communities of practice.
* Collaborates with the Course Reading Support team to ensure course reserves procedures align with course reading list triage processing requirements.

##### Acquisitions

* Processes acquisitions purchase requests, including researching format, availability, and pricing, and completing purchases.
* Ensures that materials ordered through acquisitions meet guidelines for preferred formats and editions in keeping with collection policies.
* Accesses and uses vendor platforms and corresponds with external vendors for the purposes of ordering.
* Receives and invoices materials in the Library Services Platform (LSP).
* Acts as a backup to the Acquisitions Manager to assist with other acquisition tasks as needed, including processing invoices, tax codes, payments, credits, and other business.

##### Accessibility

* Provides support for library accessibility services, including local administration of the Accessible Content ePortal (ACE) service.
* Collaborates with the librarians and managers to ensure DCLLC staff are aware of library accessibility services and understand how to respond to or direct accessibility questions.
* Assists with implementing accessibility standards, policies, and procedures in the Library.

##### 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:

* An undergraduate 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 library fulfillment services, such as circulation, course reserves, and/or interlibrary loan.
* 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.
* Demonstrated supervisory experience.
* Significant experience searching library catalogue and databases, and in providing library information and/or reference services.
* Evidence of superior service orientation exhibited through excellent interpersonal and communication skills and creative approaches to problem resolution.
* Demonstrated tact and diplomacy, and a strong commitment to the promotion of positive public relations amongst library patrons and staff.
* 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.
* Experience with library acquisitions is an asset.
* Experience Alma and/or Leganto is an asset.
* First Aid certification is an asset.

#### Supervision:

* Lead hand to Bata Library Service desk and Fulfillment staff. Provides training, guidance, and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Undertakes scheduling of Library Service staff to ensure coverage of the Bata Library Service desk under the direction of the Manager of Library Services
* Directly supervises and directs the activities of student employees working at the Bata Library Service desk.

**Job Evaluation Factors:**

##### Analytical Reasoning

Work requires analytical reasoning to apply to responsibilities that are diverse and somewhat complex and multi-faceted. Judgment is exercised in adapting methods to arrive at solutions. Situations are broad in scope and lack standard practice to resolve, requiring the recognition, analysis and creative definition of practical solutions. Work planning includes others and occurs within broad timeframes, and often requires adjusting plans and priorities to respond to changing circumstances.

Examples:

* Analyzes library hours, staff availability, scheduling guidelines, past practices, new priorities, coverage required, scheduling of student staff and/or security guards and other factors to create the Library Service staffing schedule while adapting to frequent changes.
* Regularly analyzes fulfillment procedures and workflows to assess opportunities for improving service to patrons and creating efficiencies for staff within the framework of existing policies, while maintaining awareness of the interaction and impact of fulfillment services (circulation, course reserves, digitization) with other Library & Archives services at Trent and at other partner institutions. Creates and updates documentation for these procedures and assists with implementation of new programs/systems in conjunction with other libraries and consortia.
* Analyzes reference questions received at the desk, including clarifying the question or assignment and understanding what steps the patron has already taken, in order to evaluate what resources and/or instruction the patron requires to locate needed resources, or whether the question needs to be escalated to a librarian. May use past practices, established standards, or adapt based on the complexity of the question. Reviews candidate applications, experience/qualifications, and availability for student staff positions against position description and scheduling needs.
* As part of purchase request processing, analyzes information regarding price, availability, format, and exchange rates of available materials from multiple sources to determine the best option.
* Service Desk:
  1. 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.
  2. Working with numerous systems, staff generally attempt to follow documentation. However, in some circumstances a discovery and exploration-based approach is needed.
  3. 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.”
  4. 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?

##### Decision Making

Decisions are diverse and somewhat complex: the employee receives occasional supervision on duties that are mostly covered by defined policies. Decisions require planning and developing procedures within defined policy, or in accordance with generally accepted standards and practices for the occupation or profession.

Examples:

* Service Desk:
  + Decisions are made regarding procedures within defined policy, such as developing workflow, documentation, and training for processes. Occasional guidance is provided by the generalist manager to ensure procedures fit within the larger staffing plan and flow with other unit procedures.
  + 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.
  + 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.
  + Decision making related to evaluating, selecting, and hiring student staff, based on established position description.
  + As part of purchase request processing, determines where to purchase item and in which format from available options.
  + When working as the only staff member in the library on evenings or weekends, staff determine the best path forward based on established emergency procedures. However, may have to make quick decisions based on unforeseen scenarios, factors, or with a lack of information and/or guidance.
  + Staff involved with Course Readings processing use best judgement to decide how to process complex or confusing citations correctly, or if they should be elevated to a librarian.

##### Impact

Impact on the organization is likely to extend to other workgroups and may also have some effect on multiple clients and service partners. Some errors are easily detected, but others are rarely detected and often can’t be corrected.

* Failure to respond respectfully and effectively to patron requests or concerns may impact patron satisfaction and institutional reputation.
* 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.
* Incorrect information provided for research questions impacts students’ ability to complete course work satisfactorily.

##### 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 work. The incumbent may perform the more complex and difficult tasks personally. Includes providing training, guidance and direction, assigning and monitoring work for accuracy and completion, and providing input into staffing decisions and performance evaluations.

**Direct responsibility:**

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

**Indirect responsibility:**

* Fulfillment and Bata Library Service Desk lead hand to all staff working on the Service Desk

##### 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. Communication is with people at a variety of levels.

Internal: Students, Faculty, Administrators, Registrar, Finance, Payroll, Facilities, Security, Department AAAs.

External: members of the public, other libraries.

Example:

* Service Desk Coordinator:
* Work out issues with transfer of materials between libraries.
* Training, coaching staff working in Fulfillment.
* Writing documentation on procedure and workflow.
* Discussing fines, loans with patrons.
* Negotiate security services, physical building requirements for services.
* General 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.

Internal

* Security, Facilities
* Faculty, students, administration

External

* External vendors
* OCUL and other libraries

##### 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.

**Physical**

**Mental**

* 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.
* Must be able to work evenings and weekends when required.