**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Client Support & Interlibrary Loans Associate

**Job Number:** L-020

**NOC:** 1451

**Band:** 7

**Department:** Client Support & Technical Services

**Supervisor Title:** Manager, Library Client Support

**Last Reviewed:** May 26, 2015

**Job Purpose**

Under the general supervision of the Library Client Support Manager and in keeping with the Library’s goal of supporting teaching and learning in the Trent community, the incumbent shares responsibility for ensuring that the Client Support operation meets and anticipates the needs of Library clients. Bears primary responsibility for hiring, training, supervision, and assessment of student assistants. Bears primary responsibility for the Interlibrary Loans operation, including maintaining and statistical data. Shares responsibility for covering service points during all operating hours including shift duty evening and weekends. Assists with Reserves daily processes as required.

**Key Activities**

*Client Support*

1. Supports the effective and efficient operation of the Client Support sector of the Library.
2. Communicates with other Client Support staff in a proactive manner to share information that brings about the successful delivery of services.
3. Understands and applies Library policies and procedures as they apply to Client Support.
4. Contributes to the daily operation of Client Support by responding in a professional and timely manner to inquiries or complaints in person, via telephone or electronically.
5. Performs all circulation duties using the integrated library system (ILS) including loans, returns, fines, recalls, holds, transit items, etc.
6. Processes Library cards for exempt patrons including External Borrowers, Associate Faculty, and Retired Faculty.
7. As required, assigns study carrels and return of keys.
8. While on shift duty, responsible for building security and lock-up on evening and weekend shift.
9. Provides regular support at the Library’s Information Desk.
10. In the event of Library system failure while on shift duty, documents system errors and contacts Systems staff for immediate follow-up.
11. On shift duty, handles emergency closing procedures.

*Human Resources Management*

1. On shift duty, responsible for briefing, directing, and supervising student assistants.
2. Hires, trains, and assesses student assistants working in the Client Support unit. Writes student assistant reference letters as required.
3. Develops and maintains a work schedule for Client Support student assistants.
4. Ensures that documentation and mandated training related to student assistants is complete, including such matters as job postings, income tax forms, Trent Work Study, AODA and Health & Safety compliance. Maintains student personnel files.
5. Ensures that student payroll sheets are accurate and submitted on time. Maintains and monitors internal records for student hours.
6. Develops, builds and uses a team approach by collaborating and mentoring co-workers. Responsible for training co-workers within the Client Support unit.

*Interlibrary Loans*

1. Within a consortial environment and using the Library’s electronic interface for ILL, bears primary responsibility for the unit through verification of bibliographic data, receipt/submission of requests, maintain and tracking requests and provision of materials.
2. Directs the processing of incoming requests from the Trent University community and other libraries, ensuring all requests conform to Trent University Copyright practices prior to processing.
3. Evaluates and assesses internal and external turnaround time for all ILL requests, addressing concerns when necessary. Bears primary responsible for the completion of all requests in a timely fashion.
4. Responsible for gathering and internal reporting of statistical requirements for the ILL operation.
5. Bears primary responsibility for the creation of online documentation related to unit policies and procedures in ILL and ensure that documentation is maintained and available.
6. Effectively communicates the best use of the ILL operation by responding to queries and maintains up to date instructional material for the University community.
7. Maintains current awareness of ILL issues.

*Reserves Collection*

1. Assists with processing items for the Reserve collection, which have been requested by faculty, staff and librarians.
2. Creates, edits and/or removes the appropriate item records and Reserve Room module links as required.
3. Maintains awareness of current Trent University Copyright practices as it relates to material placed on Reserves, as appropriate.

*Administration & Integrated Library System (ILS) Maintenance*

1. Creates or edits records in the ILS as required (e.g. patron, bibliographic, item, etc.).
2. Using the ILS, runs reports as required and as requested by the unit manager.
3. Operates proactively with respect to improving Client Support by anticipating problems and proposing adjustments and/or resolutions to the unit manager.
4. Works in conjunction with the unit manager to find solutions to streamline processes and improve Library clients’ experience with Client Support Services.
5. Advises the unit manager on hardware and software improvements or modifications that result in improved Client Support.
6. Communicates with appropriate colleagues as needs arise (e.g. Systems, Technical Services, Security, etc.).

*Miscellaneous*

1. On shift duty, serves as primary contact for matters related to Campus Security, and other security services (e.g. Fire, Ambulance, and Police).
2. As required, act as a member of the Fines Appeal Committee.
3. Other duties as requested by the unit manager.

**Education**

University Degree (Business Administration, Human Resources Management preferred).

**Experience Required**

* Two to four years of Library experience with management and supervisory experience.
* Evidence of superior service orientation exhibited through excellent communication skills and creative approaches to problem resolution.
* Proven ability to take initiative in working cooperatively with colleagues to improve the overall level of Client Support in the Library.
* Good organizational skills combined with the ability to pay attention to detail.
* Proven writing skills as evidenced by having produced manual, guides and/or reports.
* Evidence of strong leadership.
* Ability to effectively organize, train, and manage student employees.
* Must be physically able to handle Library materials and load and manoeuvre filled book carts.
* Knowledge of software applications for word processing, spreadsheets, and web publishing.
* Able to commit and be flexible in work schedule, including working daytime, evenings and weekends.
* Ability to handle multiple priorities in a changing environment.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

Student Employees