#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Library Spaces & Facilities Associate

**Job Number:** L-036 | VIP: 1289

**Band:** OPSEU- 7

**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 supports the effective and efficient operation of facilities-related library services and responsibilities within Bata Library, including room bookings, occupancy statistics, library security, and building safety. Other responsibilities include direct supervision of student employees, providing information and fulfillment services at the Library Services Desk, processing resource sharing requests as a part of the Resource Sharing team, and supporting reading list processing as a member of the Course Reading Support team. Shares responsibility for covering service points during all operating hours including evenings and weekends.

#### Key Activities:

##### Spaces & Facilities

* Assists the unit manager with reviewing, assessing, and updating workflows and procedures related to Room Bookings at Bata Library. Responsible for creation and maintenance of Room Booking documentation.
* Assists the unit manager with the tracking and reporting of occupancy, study room booking, and other Bata Library space and facilities statistics for the purpose of assessing services and informing decision-making.
* Maintains webpages and instructional materials for the university community regarding study room bookings and other Bata Library spaces. Works with the unit manager to coordinate communications, marketing, and outreach for Bata Library spaces.
* Shares responsibility for monitoring building fire code and health and safety compliance with the Facilities & Physical Collections Coordinator.
* Assists the unit manager with reviewing, assessing, and updating library workflows and procedures related to Bata Library Security. Responsible for creation and maintenance of Library Security documentation.
* Assists unit manager with training of Bata Library Guards on library responsibilities.

##### 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.

##### Resource Sharing

* 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.

##### Human Resources

* Interviews, trains, hires, and directly supervises part-time Library Navigator student assistants working in the Library Services unit.
* Share responsibility for developing and maintaining student assistant work schedule, and handling schedule conflicts and absenteeism.
* 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.
* Responsible for documentation of student assistant procedures. Collaborates with all other Library & Archives student supervisors on maintaining Student Assistant online documentation and communications space.
* Following priorities outlined by direct student assistant supervisors, briefs, directs, and supervises Library Services student assistants when working on the Library Service desk.
* Assists direct student assist supervisors with ongoing training of Library Services student assistants working at the Library Service desk.
* In the absence of Library Services Desk & Fulfillment Coordinator and the Resource Sharing Coordinator, assists with modifying Library Services student assistants’ schedules as needed.
* Shares regular feedback on Library Services student assistants’ performance with their direct supervisor.

##### Course Reading Support

* Triages reading lists within the Library Services Platform (LSP) to support access to course materials, by reviewing citations, completing processing steps based on material type and status, and re-assigning lists to other teams as needed.
* Troubleshoots incomplete citations by reviewing bibliographic information and determining the correct resource or escalating the citation to a librarian.

##### Other

* Acts as backup to the Facilities & Collections Coordinator for daily pickup of internal mail and packages, and delivery of mail throughout the Bata Library building, including non-library stakeholder offices.
* 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 or an acceptable equivalent combination of education and experience.

#### Experience/Qualifications Required:

* Minimum two (2) years of experience in libraries (academic libraries preferred), including at least one (1) year of experience working with an Integrated Library System (ILS) or Library Services Platform (LSP).
* Excellent customer service and interpersonal skills, with demonstrated tact and diplomacy, and a strong commitment to the promotion of positive public relations amongst users and staff.
* Demonstrated experience performing circulation services.
* Experience searching library catalogue and databases in Windows/Mac environments.
* Proficiency with Microsoft Office, and comfortable learning and using new technologies and applications.
* Excellent verbal and written communication skills
* Ability to work both independently and as part of a team, with awareness of when to take initiative and when to consult with others.
* Accuracy and attention to details in a complex and fast-paced work environment
* Demonstrated analytical ability, initiative, and problem-solving skills.
* Good judgment and ability to make decisions independently.
* Demonstrated time management skills with ability to handle and prioritize a high volume of demands and work under pressure.
* Demonstrated willingness to pursue additional education and training to complement the learning environment reflected in a progressive academic library.
* Physical ability to lift books and boxes, maneuver loaded book trucks, and lift and carry up to 15 kilograms.
* Able to commit to and be flexible in work schedule, including working daytime, evenings, and weekends.
* Interlibrary loan or other resource sharing experience is an asset.
* Experience Ex Libris Alma and/or Leganto is an asset.
* First Aid certification is an asset.

#### Supervision:

* Directly supervises and directs the activities of Library Navigator Students working in Bata Library.
* Indirectly supervises and directs the activities of student employees working when working at the Bata Library Service desk.

**Job Evaluation Factors:**

##### Analytical Reasoning

Requires analytic reasoning to apply to responsibilities that are diverse and somewhat complex, requiring judgement and adapting methods to arrive at solutions. Situations are broad in scope. Recommendations for standard practice are in place for many (but not all) situations.

Examples:

* 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?
* Student Management:
  1. 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.
  2. Anticipating requirements for student library workers and selecting suitable candidates.
* Course Reading Support:
  1. Reading document information supplied by instructors on reading lists and matching it to existing library materials or noting that it’s not available and sending it for further consideration. Where the materials are available online, providing accurate links. Where the information provided isn’t complete, using discretion and skills to ascertain what the intended material is. It’s important to recognize the difference between different editions and formats of an item and noting discrepancies.
  2. Interpreting citations based on incomplete or incorrect information provided by the creator of the list.
* Space & Facilities:
  1. Ensures that security personnel are on site for required shifts, carrying out duties according to procedures.
  2. Recognizes building issues and advises Library Administration on actions required.

##### Decision Making

Decisions are standardized but somewhat varied and adaptation is required. Staff receive occasional supervision but are often alone. Decisions usually involve determining the best process or deciding what level of service to provide, in a specific situation.

Examples:

* Service Desk:
  + 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: working at the Service Desk, 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.
  + 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.
* Resource Sharing:
  + Selecting from a variety of software options for resources sharing, based on the specifics of the request; selecting a lending location based on fees charged or institutional reputation for service, considering copyright requirements.
  + When processing a lending request for a copy of an article: Do we have the volume/issue required? Are we able to provide the copy based on Canadian copyright rules? Is the method of delivery possible? What are the limitations of the requesting library; is billing required or possible? Based on the above factors, and other only then, can a copy request be filled.
  + When working in VDX/RACER, copyright decisions must be made regarding a particular request, or a series of requests by the same use.
* Student Management:
  + Selection of appropriate student library navigators.
* Course Reading Support:
  + 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 moderate effect on clients and service partners. Errors are difficult to identify and correct. Errors that go undetected affect individuals, but rarely affect recommendations or actions affecting the University.

Examples:

* Service Desk:
  + 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; incorrect information provided to instructors impacts their ability to teach courses.
  + Mistakes have implications for colleagues who staff the desk, as uneven levels of service can be provided.
* Interactions between library staff and students will impact student satisfaction with library services and, more broadly, student retention rates.
* Performing an override to help a patron may result in the loss of the material, fines, or inability to supply the item to another patron.
* Resource Sharing:
* 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.
* 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.
* 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.
* Course Reading Support:
* If a list item is linked to the wrong edition or version of a course reading, students will waste time reading the wrong material and will be unprepared for class.
* If items are passed on to librarians unnecessarily, librarian time is taken from other tasks.
* Items missed on a list will be unavailable for students when needed for course work.
* Mistakes at the triage level of Reading lists cause staff time to be drained to fix things at the Purchasing level or at the Copyright level.
* Space & Facilities:
* Violations of health & safety regulations have the potential to result in injury and can lead to legal actions.
* If security guards are not properly trained or don’t show up for shifts, public safety is compromised.

##### Responsibility for the Work of Others

Responsibility is primarily for the correct completion of work, but generally working along with those supervised.

* **Direct responsibility:**
* Student Library Navigators – part-time student employees
* Interviewing and hiring
* Scheduling, handling schedule conflicts, and absenteeism
* Assigning work, monitoring progress, evaluating work, providing feedback
* Part time Security Guards
* Responsible for training, procedures, and scheduling
* **Indirect responsibility:**
* Student Library Assistants – part-time student employees
* Following priorities outlined by direct student assistant supervisors, directs and supervises student assistants when working on the Library Service desk.
* Assists direct student assistant supervisors with ongoing training of Library Services student assistants when working at the Library Service desk.
* In the absence of the student supervisor, assists with modifying student assistants’ schedules as needed.
* Shares regular feedback on student assistants’ performance with their supervisor.

##### 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.

Examples:

* 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.
* Explain to patrons and parents about library policies, requirements, and fines.
* Discussing fines/loans with patrons (confidential).
* Resource Sharing:
* A faculty member requested a unique item that took considerable time for us to locate and obtain. A fee might even be charged to them. Staff 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 they ordered, but they didn’t understand the citation they submitted.
* Course Reading Support:
* Most communication is with coworkers and librarians to document the status of list items.
* Room Bookings:
* Maintains public webpages and instructional material on booking process and regulations.

##### 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
* Ability to move throughout the library to check physical environment and monitor building usage.

Sensory Skills:

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

##### 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.

Examples:

* 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.
* Required to work evenings and weekends.