**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Client Support Associate

**Job Number:** L-036

**NOC:** 1451

**Band:** 6

**Department:** Client Support & Technical Services

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

**Last Reviewed:** November 27, 2012

**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 responsibility for in-depth knowledge of the local Integrated Library System (ILS) as it relates to the loans operation, including the modules for circulation and reports. Shares responsibility for training and assessment of student assistants. Shares responsibility for covering service points during all operating hours including shift duty evening and weekends. Assists with Reserves and Interlibrary Loans 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. Responsible for managing the Library study carrel operation from assignment to return of keys.
8. Responsible for the booking, tracking, retrieval and transit of media.
9. While on shift duty, responsible for building security and lock-up on evening and weekend shift.
10. Provides regular support at the Library’s Information Desk.
11. In the event of Library system failure while on shift duty, documents system errors and contacts Systems staff for immediate follow-up.
12. On shift duty, handles emergency closing procedures.

*Human Resources Management*

1. On shift duty, responsible for briefing, directing, and supervising student assistants.
2. Shares responsibility for the training and assessing student assistants working in the Client Support unit.
3. In conjunction with the *Client Support & Interlibrary Loans Associate*, modifies schedule for Client Support student assistants as required.
4. Develops, builds and uses a team approach by collaborating and mentoring co-workers.

*Administration & Integrated Library System (ILS) Maintenance*

1. Creates or edits records in ILS as required (e.g. patron, bibliographic, item).
2. Using the ILS, runs reports as required and as requested by the unit manager.
3. Responsible for the creation of online documentation related to unit policies and procedures in Circulation Services and ensures that documentation is maintained and available.
4. Responsible for collating point of sales receipts and maintaining cash float associated with financial transactions at the Library.
5. Responsible for posting journal entries for point of sale transactions.
6. Operates proactively with respect to improving Client Support by anticipating problems and proposing adjustments and/or resolutions to the unit manager.
7. Responsible for ensuring that changes in hours are widely communicated and posted.
8. Works in conjunction with the unit manager to find solutions to streamline processes and improve Library clients’ experience with Client Support Services.
9. Advises the unit manager on hardware and software improvements or modifications that result in improved Client Support.
10. Responsible for managing the Library display case bookings as per policy.
11. Communicates with appropriate colleagues as needs arise (e.g. Systems, Technical Services, Security, etc.).

*Interlibrary Loans*

1. Within a consortial environment and using the Library’s electronic interface for ILL, provides support for the unit through verification of bibliographic data, receipt/submission of requests, maintain and tracking requests and provision of materials as required.
2. Assists in processing incoming requests from the Trent University community and other libraries, ensuring all requests conform to Trent University Copyright practices prior to processing.
3. Effectively communicates the best use of the ILL operation by responding to queries.

*Reserves Collection*

1. Assists with processing items for the Reserves 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.

*Miscellaneous*

1. On shift duty, services 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**

College Diploma (2 year) in Library & Information Technician.

**Experience Required**

* At least one year of Library experience using an ILS with 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.
* Knowledge of software applications for word processing, spreadsheets and web publishing.
* Must be physically able to handle Library materials and load and maneuver filled book carts.
* Able to commit and be flexible in work schedule, including working daytime, evenings and weekends.
* Ability to handle multiple priorities in a changing environment.