**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Library Services Associate

**Job Number:** L- 071

**NOC:** 5211

**Band:** 6

**Department:** Scholarly Resources & Services

**Supervisor Title:** Manager of Library Services

**Last Reviewed:** April 2, 2019

**Job Purpose**

The Library Services Associate contributes to the delivery of public services and the development of technology-rich scholarly resources throughout the Library & Archives. Under the direction of the Manager of Library Services, the incumbent supports services for users including fulfillment, resource discovery and delivery, and related services provided by Trent University Library and Archives. The incumbent is involved in a broad range of digitization activities as assigned by a librarian/archivist, from creation to curation. The Library Services Associate provides supervision and guidance on the use of restricted collections and technological facilities, as guided by a librarian/archivist. The incumbent carries out duties in conjunction with policies established by the Library and Archives and using the tools provided for carrying out these duties.

The incumbent shares responsibility for covering service points during operating hours including shift duty (including evenings and weekends) and shares responsibility for training and assessment of student assistants.

**Key Activities – Public Services**

1. Supports the effective and efficient operation of public services including fulfillment, patron management and resource delivery and discovery using the library’s software systems.
2. Performs all aspects of fulfillment duties such as borrowing, reserves, material and services requests, resource sharing and interlibrary loans, using the library’s system.
3. Contributes to the daily operation of library services by responding in a professional and timely manner to inquiries in person, via telephone, email, ticket tracking, and other communication tools.
4. Communicates with Library & Archives colleagues in a proactive manner to share information that brings about the successful delivery of services.
5. Maintains physical Library & Archives collections.
6. While on Shift Duty, responds to emergency protocols with the assistance of Library systems, University IT, campus security and other designated services.

**Key Activities – Digital Services**

1. Supports activities related to digital scholarship and archives, as assigned by a librarian/archivist, including the migration, transcription and digitization of native formats including print (books, manuscripts, photographs) audio, video and born-digital in keeping with policies established by the librarian and archivist.
2. Applies descriptive standards, identifiers and metadata schemes to locally created digital resources for institutional repository and archives, including Digital Object Identifiers (DOI) and ORCID-CA identifiers as directed.
3. Supports processing of submissions received from authors to the institutional repository as directed.
4. Performs quality control for digital collections.
5. Under direction of a librarian/archivist assists patrons on the use of restricted collections and technological facilities.

**Education**

A 2-year college diploma in Library and Information Technology. University degree preferred.

**Experience Required**

Two years of public service experience in an academic library or archives environment.

One year of experience with digitization in an academic or archival environment.

Familiarity with scanning technologies.

Familiarity with a broad range of photo and image editing tools including Adobe Suite and OCR software.

Familiarity with handling fragile and ephemeral materials.

Familiarity with descriptive standards and metadata schemes (MARC, RDA, EAD, RAD).

Experience with Microsoft Office suite, Adobe, HTML, XML.

**Requirements**

Must be able to handle materials and load and manoeuvre filled book carts.

Able to pick up and move boxes weighing up to 20 kilos.

Able to exercise good judgment and tactfulness and maintain confidentiality.

Able to contribute to a team through communication.

Able to commit to flexible work schedule including evenings and weekends.

Demonstrates proficiency with desktop and mobile devices including applicable peripherals and software applications.

Ability to handle fragile and ephemeral materials with care.

Comfort with learning by doing and able to adapt quickly to multiple deadlines and changing priorities.