**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Client Support & Reserves Associate

**Job Number:** L-071

**NOC:** 5211

**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 primary responsibility for the processing and maintenance of the Reserve collection. 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 Interlibrary Loans 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. 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.

*Reserves Collection;*

1. Performs cataloguing of Reserves according to the standards used by the Library.
2. Using the Library’s ILS, catalogues material for Reserves in the Reserves module by creating and editing bibliographic records using the prescribed format. (E.g. Machine Readable (MARC) format).
3. Ensures that assigned call numbers fit within the various classification schemes used in the Reserves Collection.
4. Processes materials by assigning item IDs and, for physical items applies appropriate labels.
5. Ensures records for material taken from the Library’s collection and placed on Reserve appear in the Reserves module and applies physical labels where needed.
6. Attaches course code, instructor and loan period links to Reserve material.
7. Bears primary responsibility for accurately identifying items for the Reserves collection based on requests received from faculty, staff and librarians. Obtains clarification of requests when necessary.
8. Maintains awareness of current Trent University Copyright practices as it relates to materials placed on Reserves. Contacts instructors regarding problematic material and returns material that does not comply.
9. Ensures the general maintenance of the Reserves collection, including repairs, inventories, and weeding. Arranges for replacement of lost or damaged Library material.
10. Returns material no longer needed on Reserves to library collection, faculty, staff or librarians.
11. Maintains lists of university courses, course codes, and teaching faculty so that accurate information is used in the Reserves module.
12. Keeps statistics of materials placed on Reserve and materials removed from Reserve.
13. Bears primary responsibility for the creation of online documentation related to unit policies and procedures in Reserves and ensure that documentation is maintained and available.

*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.

*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, 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. Ensures that the unit has appropriate office supplies.
4. 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 manoeuvre 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.